



United States Environmental Protection Agency
Cincinnati Procurement Operations Division
Cincinnati, Ohio 45268

September 21, 2011

COVER MEMORANDUM

From: Samantha Fuchs, Contract Specialist
To: Prospective Offerors
Subject: Request for Quotation No. RFQ-OH-11-00064

This RFQ covers Information Technology (IT) and Telecommunications Support Services for the USEPA Office of Transportation and Air Quality, Ann Arbor, Michigan. The task order issued from this RFQ is expected to have an effective date of January 1, 2012.

This acquisition is being conducted under the GSA Alliant SB Governmentwide Acquisition Contract (GWAC) program. EPA intends to award a single task order to the Alliant SB contractor whose quotation represents the best value to the Government, price and other factors considered.

This RFQ consists of the following documents:

- Cover Memorandum
- Attachment A Performance Work Statement, including Appendices A through F
- Attachment B Contractor Notes Administration Responsibility Matrix
- Attachment C Evaluation Criteria
- Attachment D Quotation Instructions
- Attachment E Applicable Clauses
- Attachment F Past Performance Questionnaire
- Attachment G Organizational Conflict of Interest Provisions

You are requested to furnish a firm-fixed-price quotation for performing the required services under your Alliant SB contract. Work requirements are set forth in Attachment A, Performance Work Statement.

Your quotation must include the following:

1. Technical Information: Submit one (1) original and six (6) copies of technical information in response to the following Evaluation Criteria identified in Attachment C, consistent with the Quotation Instructions in Attachment D:

- Criterion 1, Past Performance
- Criterion 2, Qualifications and Availability of Proposed On-Site Personnel
- Criterion 3, Task Management

2. Completed Past Performance Questionnaires: In addition to the description of previous relevant experience which is included in the response to Criterion 1, offerors shall ensure that the Contract Specialist receives a minimum of three (3) completed Past Performance Questionnaires (see Attachment F) directly from client references in accordance with the Quotation Instructions in Attachment D. The completed Questionnaires are due to the Contract Specialist, Samantha Fuchs, via fax (513-487-2107) or email (Fuchs.Samantha@epa.gov) by the RFQ closing time and date identified below. (NOTE: Before forwarding the Questionnaire to references for completion, please be sure to enter the Contract Information at the top of the Questionnaire form to identify the specific project which the reference is rating.)

3. Pricing Information: See Attachment D, Quotation Instructions, for required pricing information.

4. Conflict of Interest (COI) Certification: In accordance with the Attachment G provision "Organizational Conflict of Interest Certification" (EPAAR 1552.209-72), each offeror shall certify that it is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the offeror is aware of information bearing on whether a potential conflict may exist, the offeror shall provide a disclosure statement describing this information. The disclosure statement shall be prepared in accordance with the Attachment G provision "Organizational Conflict of Interest Notification" (EPAAR 1552.209-70).

The closing date and time for receipt of quotations is Friday, October 14, 2011, at 2:00PM EDT.

DELIVERY INSTRUCTIONS (Note that there are two addressees):

Please submit the **ORIGINAL AND ONE (1) COPY OF YOUR QUOTATION** (excluding the completed Past Performance Questionnaires, which client references will be faxing or emailing directly to the Contract Specialist) to the following address:

Express Mail: U.S. EPA
 Attn: Samantha Fuchs (MS NWD-001)
 Cincinnati Procurement Operations Division
 4411 Montgomery Road, Suite 300
 Norwood, OH 45212

Postal Service: U.S. EPA
 Attn: Samantha Fuchs (MS NWD-001)
 Cincinnati Procurement Operations Division
 26 W. Martin Luther King Drive
 Cincinnati, OH 45268-0001

Please submit **FIVE (5) COPIES OF YOUR QUOTATION** (excluding the completed Past Performance Questionnaires, which client references will be faxing or emailing directly to the Contract Specialist) to the following address:

Express or Postal Service:

U.S. EPA NVFEL
Attn: Felecia Powell
2000 Traverwood
Ann Arbor, MI 48105

Note: Offerors shall separate the technical portion of the quotation from the pricing portion. The format of the quotation is at each offeror's discretion, i.e., you may elect to submit the technical and pricing portions in separate volumes/folders/binders, or you may submit the entire quotation (technical and price portions) in a single volume/folder/binder, as long as the technical and price portions are segregated from one another and clearly labeled.

Please direct any questions regarding this RFQ to the Contract Specialist, Samantha Fuchs, via Telephone (513) 487-2347, Fax (513) 487-2107, or e-mail Fuchs.Samantha@epa.gov

ATTACHMENT A
PERFORMANCE WORK STATEMENT
 Information Technology (IT) and Telecommunications Support Services
 for U.S. EPA Facilities in Ann Arbor, Michigan
September 21, 2011

Table of Contents

I. GENERAL INFORMATION	1
II. SCOPE OF REQUIREMENTS	2
Task 1. Agency Architecture Support	2
Task 2. NVFEL Service Desk Support	7
Task 3. Desktop Support for non-Customer Technology Solutions (CTS) computers	9
Task 4. Laboratory System Services Support	10
Task 5. Database Administrator (DBA) Support	14
Task 6. Voice and Video Telecommunications Support	14
Task 7. Lotus Notes Administration Support	18
Task 8. IT Security Support	18
Task 9. Cabling Support	20
III. DELIVERABLES	20
IV. REPORTS	22
V. PLACE OF PERFORMANCE	23
VI. HOURS OF OPERATION	23
VII. EMERGENCY SERVICES	23
VIII. TRAVEL	24
IX. SECURITY AND PRIVACY	24
X. GOVERNMENT FURNISHED FACILITIES, UTILITIES, SERVICES, SUPPLIES, EQUIPMENT, HARDWARE, AND SOFTWARE	24
XI. QUALITY ASSURANCE (QA) – QUALITY CONTROL(QC) PROGRAM	24
XII. CONTINUITY OF OPERATIONS PLAN (COOP)	25
APPENDICES:	25
APPENDIX A: PERFORMANCE REQUIREMENTS SUMMARY	26
APPENDIX B: Telecommunications Reports (Voice)	29
APPENDIX C: EPA Ann Arbor Site Locations	31
APPENDIX D: Technical Staff Requirements	32
APPENDIX E: EPA Ann Arbor IT Environment	35
APPENDIX F: EPA Ann Arbor PBX Architecture (Optional Item)	37

I. GENERAL INFORMATION

This Performance Work Statement (PWS) outlines the IT and telecommunications support services required by the Laboratory Operations Division (LOD) in the Office of Transportation and Air Quality (OTAQ), within the Office of Air and Radiation (OAR), for the U.S. Environmental Protection Agency (U.S. EPA), Ann Arbor, Michigan facilities. Specific information on the locations of service are provided in Section V: Place of Performance.

The Contractor shall provide all labor, supervision, and transportation necessary to perform on-site IT environment support services identified in this PWS. The type of support shall include, but is not limited by, the following:

- Task 1: Agency Architecture Support
- Task 2: Service Desk Support
- Task 3: Desktop Support for non-Customer Technology Solutions (CTS) computers
- Task 4: Laboratory System Services Support
- Task 5: Database Administrator Support
- Task 6: Voice and Video Telecommunication Support
- Task 7: Lotus Notes Administration Support
- Task 8: IT Security Support
- Task 9: Cabling Support

The Contractor shall also perform first and second tier service desk support for the above mentioned areas, as specified by EPA. Examples of first tier support could be conference room support, service desk support, telephones, desktop support for non-CTS computers, and IT inventory support. An example of second tier support would be Lotus Notes Administration, Lotus Notes 2nd level troubleshooting support, or troubleshooting network issues. See Appendix D for a detailed description of Technical Staff Requirements for personnel assigned to this task order.

The IT support functions under this contract are dynamic, not static, in nature. Accordingly, it is expected that the Contractor shall be required to implement upgraded, changed, or new technologies during the task order period of performance. Such changes shall be accomplished within the purview of the "Changes" clause of the contract.

II. SCOPE OF REQUIREMENTS

Task 1. Agency Architecture Support

The Contractor shall provide planning, analysis, troubleshooting, integration, installation, operations, maintenance, documentation and administration for Agency architecture support, including:

- Program Management Network (PMN) Network Services
- Physical Server Management (Installation, management, administration, configuration, implementation, maintenance, sustainment, and removal of servers)
- Virtual Server Management (Monitor and manage virtual server multi-host load balancing, resource allocation and failover)
- PMN Backup and restoration of data of all Servers
- Access management
- Configuration management
- Patch management
- Change management
- Coordination with network administrators in other offices and Workgroups
- AntiVirus Management Software Support of servers and desktops using Agency-approved virus protection software
- Oracle and MSSQL
- Microsoft Windows

- Red Hat Linux
- Linux CentOS
- Secure wireless network
- DSL modem and DSL w/ wireless

1a. PMN Network Services

The Contractor shall operate, maintain, and support the PMN, per EPA-defined processes and procedures. Operation shall include EPA-defined PMN equipment throughout the Campus and in PMN-defined Data Centers. Support shall exclude all equipment and areas as defined by EPA. The contractor shall install hardware per EPA's guidelines. The Contractor will respond to all EPA defined alerts, with support being provided as defined by an EPA work schedule. In addition, support must be available upon request outside the defined work schedule to avoid conflict with user operation and to support continuity of operations.

The Contractor shall perform scheduled preventative as well as remedial maintenance functions, in accordance with equipment specifications for PMN equipment as specified. Procedures may include use of third party vendors under warranty and license agreements. The Contractor shall execute a Beginning-of-Day System Readiness Checklist each morning at a time specified by EPA before the PMN begins scheduled production and provide the results electronically to EPA. The Contractor shall gather routine system health data and provide a statistical weekly summary to EPA per EPA guidelines. The Contractor shall maintain a complete record of equipment malfunctions and the various data management logs, following EPA approved procedures. The Contractor shall maintain an organized reference library of all the software, manuals, and guides necessary for operation of the data centers. All hard media is to be maintained until EPA approves disposal. No software is be implemented without prior approval from EPA.

1b. Server Support

The Contractor shall provide installation and maintenance support for all EPA servers specified by EPA. The Contractor shall also support all guest operating systems and servers installed on the VMWare hosts, analyze systems response, provide monthly system performance metrics, and recommend and make changes to the system configuration to provide the best possible user response from the virtual server system.

The Contractor shall install, assemble, and de-install server systems as required, configuring systems to Agency required configurations and standards and coordinating disposal of unneeded or unusable equipment with EPA staff. The Contractor shall operate, administer, and maintain the hardware, specified software, and configuration of all server and/or workstation platforms according to Agency Standard Configuration Documents (SCDs) and EPA direction. The Contractor shall document the configuration of all maintained systems. Documentation should include the details of how the system was setup (i.e using Agency SCDs) and if there are any special settings that were configured based on applications, etc.

The Contractor shall troubleshoot hardware and operating system issues, correct problems, rebuild

systems, perform systems maintenance, as well as daily operational administration, monitor and optimize server performance, maintain server standard configuration documentation

The Contractor shall provide annual reports representing the status and configuration of support servers. The Contractor shall maintain a log of all problems and corrective actions that were taken. The Contractor shall maintain all records related to operation of all server systems as applicable. Records shall at least include the following system logs: Console event log (recording restarts, shutdowns, changes, etc); system backup log, equipment malfunction and repair log (includes date, time, name of individual(s) performing the maintenance, name of escort if one was necessary, description of maintenance performed, nature of problem, time of service call placement, time of completion of repair, and list of equipment removed or replaced, including identification numbers, if applicable); security log (includes failed logons to the system). Copies of these logs shall be maintained in either hardcopy form, stored in a secure area in close proximity to the associated server room, or in electronic form located on the associated LAN servers. All logs shall be made available for review by the EPA technical manager responsible for the equipment/system or the EPA Task Order Project Officer (TOPO).

The Contractor shall check vendor support sites for installed software on servers for the latest revision and security patches for all supported areas specified by EPA, in addition to complying with the EPA CSIRC patching and incident reporting processes. After downloading updates, the Contractor shall test them prior to implementation on the PMN (when possible), while maintaining current system software, a high-level of system reliability, availability, and performance.

1c. PMN Backups

The Contractor shall perform and maintain central data management functions for all servers specified by EPA using Symantec Backup Exec or another backup software solution EPA may recommend. The Contractor shall maintain tape backup schedules, ensure backups start and complete successfully, perform emergency restores upon authorization from the EPA TOPO, properly label and store tapes in the tape storage vault in accordance with LOD procedures, and maintain central data backup servers, equipment and operating system. Additionally, the Contractor shall inventory materials in the tape storage vault, and make additions/deletions to the inventory according to backup tape management procedures.

The Contractor shall provide full and incremental backups to tape and other EPA approved media, all data sets that have been changed or added on a daily basis, on all designated PMN Windows servers, Microsoft Systems, Lotus Notes servers, Linux Systems, Oracle servers, and other commercially off the shelf operating systems as needed by EPA. The Contractor shall provide daily full-volume backups to IPStor VTL disk-based backup system and other direct access storage device (DASD) volumes.

The Contractor shall verify and ensure the integrity and validity of backed-up data. The contractor shall restore random sets of data specified by EPA once a month to ensure backup reliability. The Contractor shall restore data sets from tape when requested by EPA to provide evidence that restores can be successfully performed per EPA guidelines.

1d. Disaster Recovery

The Contractor shall research, analyze, plan and document computer and telecommunications systems security and disaster planning, preparation and implementation activities. The Contractor shall analyze, provide operations, and/or develop and maintain plans related to continuity of operations (COOP), contingency planning, disaster recovery, systems security, and security certifications, also to include all local telecommunications COOP needs and considerations. The Contractor shall participate in and provide technical support for all COOP events, including but not limited to, COOP drills, and planning.

The Contractor shall provide disaster recovery assistance to EPA Ann Arbor in order to minimize down time as a result of hard drive or server failure. To ensure proficiency, the Contractor shall perform periodic disaster recovery drills on non-production file servers.

1e. Maintenance

The NVFEL standard maintenance window for all servers covered under this PWS will be Fridays, from 8:00 p.m. to 12:00 a.m. Server maintenance occurring outside that window must be scheduled at least five (5) business days in advance and approved by the EPA TOPO. This policy excludes emergency maintenance, although the EPA TOPO shall be notified in advance of emergency maintenance to coordinate scheduling. The Contractor shall record all service requests in an approved tracking system that allows for escalation and workload reporting.

The Contractor shall notify federal staff at least 90 days prior to the expiration of warranties on equipment or maintenance agreements to ensure maintenance and service agreements remain in place where needed. This shall include hardware and software maintenance tasks including installation of upgrades and new releases.

1f. Local Area Network (LAN) Administrator Support

The Contractor shall support the NVFEL LAN Administrator(s) for the EPA Ann Arbor LAN. This support shall consist of: Creating/Deleting User Accounts, Assisting with Installation and Maintenance of Network Based Software, Troubleshooting End User Problems, Establishing and Maintaining User Rights/Access Control Lists (ACLs), and Troubleshooting File Server Problems. The Contractor shall be required to provide technical assistance to EPA LAN administrators and other Program Office support contractors in order to resolve network or end user problems.

The Contractor shall monitor the various hardware components of LAN equipment, investigate system problems, and recommend/initiate corrective actions including repair and/or replacement of the malfunctioning component per EPA direction. EPA will procure the replacement parts and the Contractor shall make repairs. The Contractor shall ensure that network operating system, standard hardware and software configurations, network client software and other network administrative software are maintained and are executable on the file servers and workstations. The most recent approved Agency architecture version shall be installed on all LANs. The Contractor shall report problems and potential problems relative to LAN activity speed and performance.

The Contractor shall ensure LAN availability by implementing the most appropriate and funded

fault tolerance (transaction tracking, disk mirroring, and disk duplexing) per EPA approval.

The Contractor will be required to perform setup, configuration, installation, operation, maintaining optimization for peak performance, test and repair/resolve LAN servers and workstations (Microsoft and Linux), as specified by EPA. The Contractor shall support software residing on the servers, associated equipment, and their components as specified by EPA. The Contractor shall support fax machines and scanners, as specified by EPA.

The Contractor shall recommend and implement EPA approved enhancements to prevent performance problems, including maintaining existing and planned LAN network interface cards, LAN protocols, LAN server software and hardware systems, and LAN topologies and operating systems only when requested by EPA.

1g. Active Directory Support

The Contractor shall support the EPA Active Directory (AD) environment, as specified by EPA. Some of this work shall include creating Active Directory Accounts for non-CTS users only, creating home directories, creating share drives, creating printer objects, and creating computer objects. The Contractor shall also manage file and folder permissions as specified by EPA. The Contractor shall assist EPA staff in monitoring different aspects of the Active Directory environment as specified by EPA.

1h. Hosted Application Support

The Contractor shall install and maintain applications on PMN servers as defined in the EPA table of applications. Support shall include troubleshooting interoperability issues with other EPA standard applications, maintaining and upgrading the host hardware, recommending/implementing backup solutions.

1i. EPA Ann Arbor IT Architecture

NVFEL is one site with two different buildings located right next to each other so the architecture listed below is between 2 different buildings. In addition, NVFEL has two different networks that need to be supported.

The following are operating systems and equipment to be maintained under this PWS (for specific information about what architecture exists on each network and the number of users to be supported, please see Appendix E):

IT Architecture Overview

- Windows 2000 Professional Desktops;
- Windows XP Professional Desktops;
- Windows Vista Desktops
- Windows 7 Desktops;
- Red Hat Linux Web servers;
- Linux CentOS Servers;

- Windows Server 2000 application servers;
- Windows Server 2003 application servers;
- Windows Server 2008 application servers;
- EsXi Virtual Servers;
- Terminal Servers;
- FileMaker Pro Database Server;
- Lotus Domino/Notes Email;
- Symantec Backup Exec;
- Cabletron Switches;
- Cisco Switched Ethernet environment (locally managed);
- Cisco routers for WAN connections (not locally managed);
- Servers include both stand alone, and virtual servers;
- Also includes successors to the above operating systems and equipment;

Task 2. NVFEL Service Desk Support

2a. Service Desk Support

The Contractor shall operate the NVFEL Help Desk, called the Ann Arbor Helpline (AAHelpline), in accordance with EPA requirements for the types of calls received and the type of help that can be given. The Service Desk will function as the first line of support for the areas of Agency architecture support, desktop support for non-CTS machines, voice communications support, Lotus Notes administration support, incidental cabling support, IT equipment inventory database update support and conference room set up support. It will also be used as the front-end to all Facilities requests, PMN Network Support, and LNS Network Support with Call Trees being provided for the brokering of tickets. In addition, it will serve as the brokered location for all CTS requests that require assistance from a Information Management Center (IMC) Staff Member or this Contractor's Staff Member.

AAHelpline requests may include support for software, hardware, network (both PMN & LNS) access and facility services from EPA, grantees, and Contractor staff. Requests will be received via telephone or email. In all cases, the Contractor shall create an action request ticket using an EPA approved ticket system within 1 hour of receipt or before the close of business on the day received, whichever is sooner, attempt to resolve the problem (only if it is something that falls under their purview per EPA) and, as necessary, forward the ticket to the appropriate Contractor workgroup or EPA staff for resolution. Requests within scope of CTS shall be forwarded to the CTS Help Desk and the Contractor shall expect that the CTS Help Desk will forward requests within scope of NVFEL Help Desk to AAHelpline.

The AAHelpline telephone and email service shall be open to end users each Federal business Day during one, 9 hour shift. At all other times, calls shall be forwarded to voice mail and retrieved at the start of the next AAHelpline service shift. Emergency facility calls will be routed to the NVFEL Guard Desk that is operational 24-hours a day, in accordance with routing procedures identified by the TOPO.

EPA is currently using Remedy, which the Contractor may use at no charge or the Contractor shall provide service desk software of its choice to log, describe and close out all service desk calls. Any system used shall provide automated updates to the customer upon receipt and completion of the request. The system shall be capable of producing ad hoc and monthly reports as specified in section III: Deliverables. The Contractor shall ensure there is no duplicate reporting of requests; i.e., the request to the service desk itself is not counted; but the request routed to a particular technician is calculated into the reporting. The Contractor shall evaluate the types of calls, recommend areas of improvement and identify specific improvement actions, as necessary.

The Contractor shall perform some administrative tasks associated with the performance of the work. This shall include such tasks as interacting with staff regarding conference room reservations, compiling reports, and scheduling conference bridge use.

The Contractor shall provide regular maintenance of PMN plotters, in addition to maintaining fax machines and scanners. However, printer support shall be provided for the LNS environment only.

2b. Service Desk Severity Levels

Service Desk requests shall be responded to in accordance with the following severity levels:

Severity Level 1: More than 10 users affected by Server Outage, LAN/WAN Outage, Mail Problem, Telephone Problem or user requiring software assistance. The Contractor shall immediately work on the issue until resolved.

Severity Level 2: 3 to 6 users unable to work due to an outage or problem. The Contractor shall respond and resolve within Two (2) hours.

Severity Level 3: 1 to 2 users having computer or telephone trouble which is preventing them from working. The Contractor shall respond and resolve within Four (4) hours.

Severity Level 4: User is working but waiting on new hardware/software, cable pulls, relocation of telephone, new telephone, reprogram telephone, or miscellaneous requests. If scheduled, the Contractor shall respond and resolve within Three (3) business days unless otherwise agreed to by the EPA. If unscheduled, and is needed immediately, the Contractor shall respond and resolve within One (1) business day.

2c. Computer Training Room Support

The Contractor shall manage the Computer Training Room with guidance, oversight, and approval by EPA. The Contractor shall maintain network access to the computer training room facility. The Contractor shall also manage the scheduling of facility use, but not the set up of the training PCs (the CTS PCs in the room are the responsibility of CTS).

2d. Conference Room Set Up and Related Equipment Support

The Contractor shall set up computer and audiovisual (AV) equipment upon request in EPA Ann Arbor conference rooms. This shall include assisting customers with use of equipment and

providing periodic training sessions on the use of conference room equipment. The auditorium is defined as a conference room for the purposes of this PWS, and so are ad hoc conference, announcement, presentation, and display spaces.

The Contractor shall perform daily maintenance/performance checks of all conference room AV and VTC equipment to ensure continued readiness, prior to scheduling for use. This shall include ensuring all wireless equipment requiring the use of batteries, both rechargeable and non-rechargeable battery types, have a fresh charge prior to use at the beginning of the day of scheduled use. Supply of new non-rechargeable batteries shall be provided by the Government.

The Contractor shall receive requests for resource reservations in conference rooms via the existing Lotus Notes Resource and Reservations database or by telephone, with the Lotus Notes Resource and Reservations database being the preference. The Contractor shall confirm all conference room requests and ensure appropriate equipment setup and support.

The Contractor shall receive requests for voice conferencing, video conferencing, satellite downlinks and refer the requests to the appropriate technician for processing of the request.

Task 3. Desktop Support for non-Customer Technology Solutions (CTS) computers

The Contractor shall provide first and second tier help desk support for non-CTS equipment. The CTS Contractor performs tier 1 service desk functions and desktop support functions for the CTS equipment. Therefore, the Contractor under this PWS shall only perform tier 1 service desk support for non-CTS equipment. In addition, the Contractor under this PWS shall cooperate with the CTS Contractor, as necessary, to provide them needed services that have been brokered to the Contractor under this PWS. The scheduling and performance of task order activities shall not interfere with CTS activities. Specific information about the number of staff by network, and non-CTS hardware and software, to be supported across the Ann Arbor EPA campus is provided in Appendix E.

The Contractor shall develop and install the Agency standard desktop image with FDCC settings (or its successor) on non-CTS computers. Non-CTS local printers and printer set-up shall also be supported (in Lab building only). Deviation from the standard image shall be approved in writing by the IMC Center Director.

3a. Antivirus Support

The latest Agency-approved Antivirus software shall be installed on all non-CTS desktops per Agency instructions. The current software in use is Symantec Endpoint Protection (SEP). The Contractor shall monitor the SEP console for threats and respond per Agency requirements. The Contractor shall monitor the SEP Console and verify that pattern files have been successfully distributed to all managed machines and that the pattern file stays up to date. The Contractor shall troubleshoot antivirus software issues and work with NVFEL Antivirus Administrator(s) for escalation issues.

NOTE: Servers are also non-CTS machines so AntiVirus Support shall be provided for them as

well.

3b. Encryption Software

The latest Agency-approved encryption software shall be installed on all non-CTS laptops per Agency instructions. The current software in use is PointSec. The Contractor shall troubleshoot any PointSec issues and decrypt hard drives as necessary if problems occur.

Task 4. Laboratory System Services Support

4a. General LNS Information

The purpose of this Task is to provide the Laboratory Operations Division (LOD) with routine System maintenance, monitoring and information processing support for the information systems which are part of the Laboratory Computer System (LCS) and to provide related additional support to the Laboratory Network System (LNS). The LCS information systems include vehicle information, vehicle test data, engine information, engine test data, and equipment calibration. The nature, number and names of these systems may change as LCS matures and grows in the future.

The LNS is a laboratory research Ethernet network that consists of subnetworks (LNSx), including network hubs and cabling that connect and provide primary communication for several Windows, Macintosh, UNIX, and other types of computers (scientific workstations, database & file servers, client workstations and host computers) and shared peripheral equipment. It is important to identify that these systems (which do not typically conform to Agency desktop standards) require system specific support, which is very different from standard office desktop support, thus the LNS is totally isolated network (not connected to the PMN or the internet).

4b. General Contractor Requirements

The Contractor must be able to install, upgrade, configure and maintain systems (both operating system and commercial off the shelf applications such as Microsoft Office) from written instructions, starting with the vendor's documentation, including but not limited to websites. The Contractor shall remove and properly dispose of the old equipment. The Contractor must be able to test systems to assure proper operation in the EPA environment. The Contractor must be able to determine if EPA systems are operating properly and debug them if they are not. This direction covers LNS workstations, servers, network infrastructure and the operating systems on these devices. LNS/LCS systems support shall be provided in a single daytime shift for all subtasks underneath Task 4.

4c. Test Site Support

Contractor support of all LNS systems is to keep laboratory testing sites operating as well as support LNS service delivery to individual users. Because LCS/LNS operational support work sometimes disturbs systems which are in use much of the time, support must be available occasional evenings, weekends, and other off-hour periods in order to avoid conflict with user access to these systems. (System rebuilds and network testing are examples.) However, time critical assignments may require performance during normal business hours, with notification to impacted users on the (temporary) loss of access.

4d. LNS LAN Administration Support

As needed, the Contractor shall assist the EPA LNS LAN System Administrators in developing proactive procedures to manage and monitor the LNS and its servers and applications, involving different management and monitoring tools. With each task deliverable, the Contractor shall provide user, installation and administration documentation.

The Contractor shall perform a mix of recurring and ad hoc assignments. Recurring (regularly scheduled) assignments include the operation, monitoring, troubleshooting, and maintenance of existing LCS/LNS systems. These systems include all computers, peripherals, hubs and other network equipment connected to the LNS or the NVFEL test sites, plus standalone (not connected to LNS or test sites) lab systems. Additional recurring assignments include TOPO/ATOPO approved installation and upgrades / modifications of LCS/LNS hardware, software (operating system, applications, monitoring tools) and peripherals (printers, plotters, scanners). Install process can include building the device OS from scratch and / or establishing an OS image that can be subsequently cloned onto additional devices of the same type. Contractor shall maintain the established images and provide the images to EPA upon request. Adhoc projects assigned can be relatively simple (printer re-assignment, IP conversion) to complex like rewiring an entire area.

4e. LNS Procedures

The specific operating, monitoring and maintenance procedures are documented in the LCS/LNS Procedures (Main) and Computer Operations Procedures (Subset) Binders. The procedures cover functions such as backup, restore, archive, power down, power up, restart, several monitoring, log activity, installation, troubleshooting, solving problems, etc. Under this Task, the Contractor shall execute these procedures to perform systems maintenance services. EPA anticipates that changes shall be made to the procedures throughout the period of performance of this Task Order. Dealing with these changes, so that these systems can be operated reliably, is a principal challenge of this Task. In particular, EPA shall require the Contractor to test procedures to validate that they are correct.

The Contractor shall propose, and upon TOPO approval, implement changes to written maintenance procedures, as necessary, to correct problems or errors discovered while executing them. These changes may be initiated by the Contractor, or EPA TOPO in the form of new, replacement, or annotated pages. The changes may be submitted in paper or electronic form. It is envisioned that the Contractor shall initiate many minor revisions and updates to existing procedures, but the EPA system owner will author new procedures and formally approve (sign off) all new and modified procedures. EPA will maintain all documentation in the LNS LOPS database and keep a copy of the procedures in a book in the computer room.

4f. LNS Help Desk Support

LCS/LNS services including problems and outages for systems maintained by the Contractor may be reported by any system user through the NVFEL Help Desk (AAHelpline). EPA shall provide decision tree direction on how and to whom the various categories of LNS service requests should be routed. EPA will additionally establish an elevation process by which requests not acted upon (regardless of who has the action) are raised in priority for management attention (for example, to re-assign the task). EPA will use the Technical Support Request (TSR) process for complex LCS/LNS support services and obtain appropriate approvals prior to submitting such requests. The

Contractor shall deliver to the EPA TOPO a report back on the status of requests. All work under this task shall be logged and tracked by the Contractor in a change log system. Major changes shall be coordinated in advance with the TOPO.

4g. LNS Disaster Recovery and Backup Tape Support

EPA has contracted with an off-site storage facility to store LAN data media. The service is an EPA requirement if partial or full restoration of data is required due to catastrophic events. The contractor shall execute the Disaster Recovery Backup Tape Procedure established by EPA.

The contractor shall provide full and incremental/differential backups to tape, all data sets that have been changed or added on a daily basis, on all designated LNS Windows, Linux, or Oracle servers. Backups will need to be performed on all LNS systems supported by IMC such as Servers, Interface Computers (IFCs), and VDAs. A detailed list of what needs to be backed up will be provided at a later date. The contractor shall provide a report to the EPA LNS Technical Point of Contacts (TPOCs) when the information is changed. The contractor shall restore data sets from tape when requested by the EPA LNS TPOCs, EPA LAN System Administrator(s), or LNS users. The contractor shall verify and ensure the integrity and validity of backed-up data.

The contractor shall provide daily full-volume backups to IPStor VTL disk-based backup system and other direct access storage device (DASD) volumes. Backups are usually performed according to the schedule displayed on the Backup utility, such as, BackupExec 2010 and higher. The EPA LNS TPOCs will coordinate Emergency situations.

The contractor shall prepare monthly Tape Volumes containing a full backup of each available server for off-site storage for the purpose of Disaster Recovery. The data center (306C) shall retain the tapes according to the schedule provided by the EPA LNS TPOCs. The contractor shall verify that backup media is delivered and received at the designated off-site storage location. The contractor shall provide ancillary library functions which include maintaining, cleaning, and degaussing tapes, as well as updating logs as backup media are delivered to the designated delivery location.

The contractor shall pack the weekly tapes in a fireproof security suitcase provided by the storage company. The tapes will be picked up on Tuesday, of each work week, during Federal work hours between 9:00 a.m. and 3:00 p.m. The storage company will pick up the NVFEL's servers backup tapes and Octel voice mail system backup tapes from the Ann Arbor location in the Lab Building, and store them at an off-site location. In case of non-pick up by the storage company due to Federal Holiday(s), or special circumstances, the tapes will be delivered the next business day. Conversely, the contractor shall transport the backup tapes to the backup tape storage safe located in the 306C computer room in the Lab building.

The contractor shall maintain an EPA approved database to track the tape transport activities, which identifies the date of transport, name of tape sets transported, storage location of each tape set, and proof of delivery. The contractor shall provide weekly and monthly reports of the tape transport activity to the EPA TOPO and the EPA LNS TPOCs.

Detailed communications required between the Contractor and EPA staff, through the EPA

TOPO, will be documented in locally established and documented procedures.

4h. LNS Microsoft Windows Server Administration

The contractor shall perform Microsoft server system administration. The contractor shall notify the TOPO of any meetings with the LNS TPOC(s) before attending, via e-mail.

The contractor shall troubleshoot hardware and software, correct problems, contact vendors for solutions as needed, and rebuild systems. The contractor shall follow up with vendors to track hardware/software items purchased and/or sent to vendors for repairs to ensure that these requirements are resolved by the vendor as agreed. The contractor shall take the appropriate action in accordance with the approved EPA Work Requests.

The contractor shall ensure that the Microsoft Windows servers operate under the latest EPA approved OS and security patches, and firmware versions. The contractor shall install new hardware and software in accordance with the EPA policy as required in the EPA SCD.

The contractor shall label all Microsoft Windows servers and associated cables. The contractor shall perform regularly scheduled systems maintenance on the Microsoft Windows servers.

The contractor shall perform daily operational system administration, i.e. maintaining user accounts, passwords, and permission. The contractor shall ensure that all administration tasks will adhere to the EPA security policy, and standard operating procedures.

The contractor shall install and maintain anti-virus software, other administration related tools; and all other approved software packages, i.e. security related software on all the Microsoft Windows servers, as required, or requested by EPA.

The contractor shall monitor and optimize the performance of all Microsoft Windows servers. The contractor shall provide reports of these servers performance when requested. The due dates for the reports will be determined by LNS TPOC via the Task Request process.

The contractor shall develop, update, and maintain all LNS Microsoft Windows servers standard configuration documentation. The contractor shall submit to the TPOC documentation for newly built servers within 15 business days of becoming operational. The contractor shall log and enter into a journal all changes, upgrades, and modifications made to the Microsoft Windows servers.

The contractor shall notify the EPA TPOC verbally and via email within thirty (30) minutes, in the event of server inaccessibility, and take immediate corrective action to bring the servers and services back online.

The contractor shall provide support and maintain the OTAQ Microsoft Active Directory (AD) Domain Controllers in LNS as requested. The contractor shall also work with the EPA Headquarters' AD administrators to troubleshoot and resolve any problems.

4i. Scientific and Division-Specific Applications Support

The contractor shall provide hardware and software support to the scientific community. The contractor shall notify the TOPO of any meetings with the TPOC(s) before attending, via e-mail.

The contractor shall install and maintain scientific, division-specific, and Oracle related applications on the Microsoft Windows and Linux based servers. The contractor shall troubleshoot scientific, division-specific, and Oracle applications and resolve all related problems. The contractor shall troubleshoot interoperability issues with other EPA standard applications and resolve all related problems.

The contractor shall provide regular maintenance of plotters, and EPA owned (non-CTS) printing devices.

The contractor shall troubleshoot GIS hardware devices and resolve all problems. If resolution is in excess of one (1) hour, the contractor shall immediately notify the EPA TPOCs.

Task 5. Database Administrator (DBA) Support

The Contractor shall provide a DBA with Oracle experience to perform analysis, troubleshooting, installation, operations, maintenance, and documentation for Oracle RDBMS, SUN MySQL, and MS SQL databases. Documentation includes configurations, operations procedures, standards, and diagrams of all supported systems. The Contractor shall provide tuning of Oracle databases for optimal performance. The Contractor shall maintain Oracle user accounts and permissions, and will adhere to all Oracle DBMS security policy procedures.

The Contractor shall perform daily, incremental, and weekly full exports of the Oracle databases in addition to the Oracle online backups, and operating system's cold backups. The Contractor shall verify the integrity of the regularly scheduled backups of the Oracle, SUN MySQL, MS SQL, FileMakerPro and Lotus Notes data.

Task 6. Voice and Video Telecommunications Support

6a. PBX System Architecture and Octel Voice Services (Optional Items)

6a1. PBX and Octel Support (Optional Item 1)

The Contractor shall provide for the operation, administration and maintenance of voice-related services including a Nortel Meridian Option 61C PBX system, an Octel voice messaging system, voice wiring, and data communications support. For all activities, the Contractor shall document work accomplishments to include keeping records of the PBX and Octel programming, and maintenance. Contractor support shall cover upgrades and successors to the PBX architecture. Specific information about the EPA Ann Arbor PBX Architecture is provided in Appendix F.

The Contractor's PBX technician(s) may be callable by pager(s) during normal business hours. Providing pagers for these purposes and responding to them is solely at the discretion of the Contractor as a performance enhancement. The Contractor shall not bill pagers as a direct cost.

The Contractor shall be capable of using copper and fiber cable testers, as well as bit error rate testers for testing T1 circuits. The Contractor shall install and relocate cable, program the

Northern Telecom Meridian Option 61C and Octel Voice Messaging System to establish new voice stations and voice mail boxes, and make changes to existing service.

The Contractor shall provide telecommunications systems maintenance and preventive maintenance, to include the PBX systems UPSs and batteries, as well as the interconnected peripheral systems utilizing qualified technicians. The Contractor shall also be responsible for voice telephone line maintenance, physical layer data line maintenance, video line maintenance, and performance of system upgrades and changes including current system documentation.

The Contractor shall monitor the various hardware components of all telecommunications equipment. The Contractor shall investigate system problems and recommend or initiate corrective actions including repair and/or replacement of the malfunctioning component. EPA will procure the replacement parts and the Contractor shall make repairs.

The Contractor shall support voice and video conferencing via the service order processes, set up conferencing equipment, operate the local voice conference bridge, coordinate conferences including bridged voice and video conferences with other participating locations, train customers on using equipment, and maintain and arrange for repair of conferencing equipment.

The Contractor shall maintain an accurate inventory of the PBX components and the voice processing system, including its location. The inventory shall include bay face drawings of the voice system to keep track of system configurations.

As approved by the EPA TOPO, the Contractor shall perform traffic and utilization studies of the PBX circuits/network's facilities and voice processing system to ensure the integrity of the systems.

6a2. Telephone Support (Optional Item 2)

The Contractor shall install, relocate, and repair all EPA Ann Arbor telephone sets. The Contractor shall repair and test telephones that are currently in stock, performing minor repairs (e.g., replacing cords and keypads). If repairs cannot be made within one business day, a written fault diagnosis shall be attached to the equipment and notification to the EPA TOPO shall take place. The Contractor shall ensure that the equipment is sent out for repair as approved by the EPA TOPO.

The Contractor shall maintain and update the phone set designation codes to reflect the current staff location and phone numbers in the event of an outgoing 911 emergency call. This shall be updated the same business day as the changed is received. All moves, adds, and changes shall be transmitted to the Contractor, following EPA approved processes, using an EPA approved system. The Contractor shall perform any adds, moves, or changes that affect any given phone location on the same business day. This includes:

- 10-digit phone number
- Physical Address of building
- Name of Agency (EPA)
- Room number or cubicle number

The Contractor shall provide formal instructions and training, as specified by the EPA TOPO, to current or new voice telecom users. Annual follow-up training shall be conducted for all staff in

the Ann Arbor facilities. The EPA TOPO shall approve all training plans submitted by the Contractor.

The Contractor shall respond to all requests for assistance from staff on voice related troubles, make diagnosis of fault and resolve the problem as required either by replacing equipment, programming changes or providing additional user training. Problems that cannot be resolved shall be referred to the EPA TOPO for response by maintenance vendors.

For all activities, the Contractor shall document work accomplishments to include keeping records of telephone installation and relocations. The Contractor shall maintain an accurate inventory of all telephone equipment and its location.

6a3. VoIP Telephone Support (Optional Item 3)

The Agency is in the process of implementing Voice over IP (VoIP) at all of its sites. VoIP will be managed centrally by various Agency sites once implemented. The Contractor will not be responsible for supporting the VoIP infrastructure. However, the Contractor shall continue the telephone support mentioned under section 6a2, which will then become VoIP Telephone Support (i.e. installations, removals, and telephone set troubleshooting).

6b. Wiring

The Contractor shall install, move, change, or remove any building telecommunications wiring, as requested. Using equipment provided by the EPA TOPO, the Contractor shall install and terminate fiber optic runs. The Contractor shall also install and maintain the facility's fiber, 10BaseT, 100BaseTX, 1000BaseTx, thinnet and LocalTalk wiring, and all drops from the facility hubs through patch panels to each work station. Termination at the appropriate electronic device and complete end-to-end testing shall be performed. Record of the completed task and changes to the appropriate drawings shall be performed by the Contractor.

The Contractor shall install, relocate and remove cable used to provide voice and data services to all Ann Arbor facilities, including the newly established Grosse Ile disaster recovery worksite, as approved by the EPA TOPO. The Contractor shall perform LAN problem isolation, diagnosis and repair; shall perform installation, relocation and removal of LAN cabling (observing the restrictions imposed by the Office Building owner, GSA, municipal codes, and Agency LAN policy); shall also perform diagnosis and repair or replacement of LAN communications boards, modems and other data communications equipment; and shall provide technical operational and maintenance support to audio/visual systems (such as projector systems), video conferencing, and data communications systems.

More serious problems that cannot be resolved shall be referred to the EPA TOPO for further action, such as contacting a maintenance vendor.

6c. Wireless

The Contractor shall provide support for the EPA and authorized non-EPA wireless clients, including the designated training wireless laptops. Support consists of installing/upgrading, configuring and maintaining the wireless client software; installing and maintaining the Antivirus software, and upgrading the wireless clients' OS with the latest patches.

The Contractor shall install/upgrade and configure new and existing wireless Access Points (AP), AP Gateways (Hotspot devices), APs and Gateways' firmware, software, and Cisco access server software.

The Contractor shall provide fixes/solutions for malfunctioning wireless devices or software errors. The Contractor shall troubleshoot and provide fixes/solutions for the wireless users to ensure successful connections to the wireless network and/or wired resources.

The Contractor shall monitor the client connectivity and security of the WLAN. The Contractor shall monitor for, report & take authorized actions on rogue Access Points or wireless devices set up by unauthorized users.

6d. Service Requirements

All service requests shall be ordered through an EPA defined process. All telephone work, including maintenance, shall be logged and tracked by the Contractor. Major changes shall be coordinated in advance with the EPA TOPO. Trouble reports shall be immediately forwarded to the Contractor using the EPA defined process, without prior EPA TOPO approval.

The Contractor shall propose changes to written maintenance procedures as necessary to correct problems or errors discovered while executing them.

6e. Service Response Time Requirements for Voice Services

<u>Service</u>	<u>Target Standard</u>
Telephone Trouble (not outage)	12 hours
Dead Telephone	4 hours
Dead Priority* Telephone	2 hours
Severe Priority** Service	Immediate Response
Relocate Telephone	Generally 3 days, or as specified by Government beyond 3 days
Install Telephone	Generally 3 days, or as specified by Government beyond 3 days
Conference Bridge Scheduling	Immediate
Voice Mail Change	8 hours

*Priority Service can be requested by a designated EPA Telephone Administrator when the situation warrants this type of activity.

** Severe Priority Service is normally used only when a severe telephone outage, defined as more than Five (5) dead phones, is encountered. All other items do not fit into this category.

Task 7. Lotus Notes Administration Support

The Contractor shall provide Lotus Notes support for NVFEL employees only. For specific details on what Lotus Notes administration responsibilities the Contractor is expected to perform, refer to Attachment B (Contractor Notes Administration Responsibility Matrix).

The Contractor shall provide Lotus Notes ID support, meaning they will be responsible for things like the creation/deletion of user accounts, renaming user accounts, recertifying Notes ID files, password resets, and transfers to/from the NVFEL Lotus Notes Certifier.

The Contractor shall modify Lotus Notes Access Control Lists for User Mail Files only as specified by EPA, meaning the ACLs of non-user mail files shall not be modified or tampered with in any fashion, without prior approval from EPA.

The Contractor shall replace the design of user mail files as needed during the duration of troubleshooting issues only. Otherwise, no mass replacement of user mail file templates shall occur without direction by EPA.

The Contractor shall create/delete Lotus Notes mail-in databases per EPA direction. In addition, the Contractor shall manage the Notes Resource and Reservation database and resolve Replicate Save Conflicts in the Domino Directory with NVFEL employees only.

The Contractor shall support remote users of Lotus Notes Mail in Internet access (webmail, Notes client). Support shall include instructions for remote log in, assistance with remote log in, and routine troubleshooting with remote logins.

The Contractor shall provide Tier 2 support for Lotus Notes, meaning they will be considered 2nd level support for the CTS Contractor who supports Lotus Notes at the Tier 1 level. Tier 2 support will include troubleshooting issues that cannot be solved at the Tier 1 level.

Task 8. IT Security Support

8a. Security Practices

The Contractor shall comply with the Federal Information Processing Standards (FIPS) published by the National Institute for Standards and Technology (NIST), the agency's architecture roadmap and related implementation decisions, and EPA technical and operational standards. The Contractor shall perform and observe all NIST and Agency and Information Security Directives.

The Contractor shall provide security incident response support. This support shall include identifying and reporting each incident in the IMC change management system, along with the resolution taken. The Contractor shall install Security patches as directed. The Contractor shall be aware of agency Computer Incident Response Reporting Capability requirements, which will be provided to Contractor after award.

The Contractor shall ensure configuration management information and inventories are maintained and current for all NVFEL managed network devices per EPA direction. This shall include ensuring

that all approved software patches are installed on NVFEL managed network devices (i.e., switches, PCs/laptops, printers, etc).

The Contractor shall ensure all IMC Change Management Policies and Procedures (which will be provided to Contractor after award) are followed and that all proposed changes to the network infrastructure are approved before they are implemented.

The Contractor shall assist in the certification and accreditation, Risk Assessment, and Independent Validation and Verification processes, by providing artifacts, sitting for interviews, remediating vulnerabilities, and any other function related to these processes.

The Contractor shall ensure network security is implemented according to agency policies on all network switches, manage user IDs and Access Control Lists (ACLs) for NVFEL network resources, and provide escorts for unauthorized personnel when accessing controlled access locations. When providing such escorts as is required, the Contractor shall remain with escorted personnel for the duration of the presence of the escorted personnel.

The Contractor shall ensure all Agency IT audit settings are implemented on NVFEL network devices, and assist in the monitoring of the system security and event logs. The Contractor shall also review the anti-virus detection events and provide support in the removal of viruses from infected systems.

Retina and NESSUS are threat vulnerability scanning software. The Contractor shall provide technical responses to quarterly vulnerability (Retina and NESSUS) scans conducted by the NVFEL LAN System Administrators, and continuous monitoring scans conducted by Risk Assessment third parties. The responses shall include remediation of the vulnerabilities.

The Contractor shall ensure all new and updated software developed by the Contractor staff is reviewed by the Contractor and tested for security flaws and vulnerabilities.

The Contractor shall provide support to Agency CSIRC and OIG investigators during investigative events. The type of support provided will be within the types of tasks and duties described elsewhere within this PWS, and would include such things as disk images, data extraction, metrics collections, IP address and computer identifications, tape backups, etc.

8b. Service Response Time Requirements for Security Services:

<u>Service</u>	<u>Target Standard</u>
Critical CSIRC Alerts	Immediate Response or as specified by designated response date
Viruses	Immediate Response
Vulnerabilities Scans	2 weeks to correct findings.

Task 9. Cabling Support

The Contractor shall install, uninstall, test, modify, enhance, and maintain all communications cabling to include single-mode and multi-mode fiber optic cables and switches within the EPA Ann Arbor building and satellite buildings. This includes termination at the appropriate electronic device, installation and uninstallation of related termination and pathway hardware related to the cabling infrastructure, complete end-to-end testing (using equipment owned by the EPA), and recording of the completed task through the Work Request System.

The Contractor shall install 4-pair UTP cabling from designated offices or labs to the Intermediate Distribution Frame (IDF) closets in each building as required for maintaining system readiness, and termination of the UTP cabling in RJ45 receptacles in each office or lab. The Contractor shall ensure termination of the cabling in the Patch Panels in the IDF closets in each building. Specifications may change based on new technology or a Lab/Office changing their requirements. The Contractor shall be certified to pull specified cable. The Contractor shall complete the cable installation, punch down and complete testing within three (3) business days of receiving the work request. Cabling in the wiring closets shall be maintained in accordance with NIST standards. The Contractor shall install, terminate, and perform mechanical splicing, as well as fusion splicing, of single-mode and multi-mode fiber optic cables as needed. The Contractor shall have BICST ITS Level 1 and Level 2 certifications for performing any cabling work.

The Contractor shall install video coaxial cabling and related infrastructure hardware. The Contractor shall maintain wiring closets in a clean and professional manner ensuring proper cable management adhering to current industry standards, in telecommunications closets, equipment racks, and cabling pathways.

All cabling shall meet or exceed the ANSI/TIA/EIA-568A, ANSI/TIA/EIA-569-A, ANSI/TIA/EIA-606 and ANSI/TIA-EIA-607 standards. If any of these standards are updated or superseded during the performance of this task order, the Contractor shall be responsible for meeting the most current approved standard.

All equipment related to these cabling support requirements shall be provided by the Government. The Contractor shall track all related supply inventories, ensure that supply inventories are maintained at adequate levels, provide updated inventory lists to the Government, and provide needed equipment and supplies list to the Government in timely manner to ensure that the items can be ordered and restocked in a timely manner by the Government.

III. DELIVERABLES

General Requirements:

The Contractor shall provide and use a tracking and reporting system that provides for adequate performance measurements for each task and service provided under the PWS. That system shall be capable of producing metrics and graphics (i.e., dashboards, graphs, charts, etc.) reports for such things as total numbers of completions of given tasks or trouble calls, response times, resolution times, percentages of completions and resolutions within given timeframes, averages, etc. The Contractor will be required to produce those types of reports to the Government upon request throughout the contract period. The

Government shall also have real-time electronic access to that system. The Contractor shall provide sample reports with their proposal to demonstrate the metrics and graphics reporting capabilities of the system that they intend to use after award.

The Contractor shall provide an formal weekly update to the EPA TOPO regarding the previous week's accomplishments, completed actions, actions in progress (with current status), problems encountered, and plans for the next week. The weekly update will be conducted in-person at the discretion of the EPA TOPO.

The Contractor shall also submit a written weekly status report by the 7th of each Month. The weekly report shall detail the previous week's accomplishments, completed actions, actions in progress (with current status), problems encountered, and plans for the current week. For more detailed information on performance requirements, see Appendix A to this PWS.

Specific Requirements:

Agency Architecture Support

The Contractor shall do the following:

- | | |
|---|--------------------|
| a. Automated Incremental tape backups | Nightly |
| b. Automated Full backups with tapes stored at disaster recovery site | Weekly |
| c. Virtual Machine System performance metrics | Monthly |
| d. PC/laptop configuration documentation | As Necessary |
| e. Cabling and schematic diagrams | As Necessary |
| f. Status and configuration of documentation support servers | Annually – Sept 30 |
| g. Conference Room Set Up | Daily (workdays) |
| h. Preventive maintenance log | Monthly |

h. (1) Servers

Daily (excluding weekends and holidays):

- The Contractor shall ensure servers are operating in optimal condition.
- The Contractor shall audit the logs for any errors using EventSentry.
- The Contractor shall assist in monitoring all system virus patterns from the SEP Console.
- The Contractor shall verify that all daily scripts on the server ran.
- Automated Backup Status (successful?)

Weekly:

- The Contractor shall run a defragmentation analysis with the Windows Tool. The Contractor shall schedule an off-hours defragmentation if there is excessive fragmentation shown.
- The Contractor shall run a disk cleanup to remove any unused temp files from the OS.
- The Contractor shall verify OS patches are current, patch if necessary with reboots scheduled for off hours.

Monthly:

- The Contractor shall verify current firmware and driver versions, updating any that are known to resolve issues on the server.
- The Contractor shall check free space on the server and verify that there is enough space on the OS to page properly.
- The Contractor shall check the fan and power supply fan intakes and exhausts for any dust buildup, and clean them using canned air or compressor air.
- The Contractor shall verify that the motherboard/internals of the server are dust free, and clean them with canned air or compressor air if needed.

h. (2) UPSMonthly:

- The Contractor shall test UPS batteries by failing the input power to ensure they can switch to batteries.
- The Contractor shall check for excessive dust on UPS chassis and connections, and clean them with canned air or compressor air if needed.

IV. REPORTS

The Contractor shall provide the following reports or documentation to EPA:

Agency Architecture Support

- | | |
|-------------------------------|-----------|
| a. Status of Systems | Monthly |
| 1. Performance issues | |
| 2. Upgrades or actions needed | |
| b. Equipment Warranty Status | Quarterly |

Service Desk Support

- | | |
|--|---------|
| a. Work Request Reports | Monthly |
| 1. Number of work requests by category | |
| b. Unresolved work requests | Weekly |

Laboratory System Services Support

- | | |
|---------------------------------------|-------------------------|
| a. Backup System Changes to data sets | As changes occur |
| b. Tape Transport Activity | Weekly |
| c. Server Performance | As requested |
| d. New Server Documentation | Within 15 business days |

Voice and Video Conferencing Telecommunications Support

For more details on voice reports, please see Appendix B to this PWS

- | | |
|--|-----------|
| a. Number of phones installed | Monthly |
| b. Number of phones removed | Monthly |
| c. Equipment Inventory Status | Monthly |
| d. PBX and Octel Traffic and Utilization (Optional item) | Monthly |
| e. Telephone set service locations | Quarterly |
| f. Telephone switch documentation | Quarterly |

Lotus Notes Administration/Email Support

- | | |
|--|-----------|
| a. Problem reporting | As needed |
| b. Number of Accounts Created | Monthly |
| c. Number of Accounts Deleted | Monthly |
| d. Number of Notes ID Recertifications | Monthly |
| e. Number of Password Resets | Monthly |

Information Security/Disaster Recover

- | | |
|---|-----------------|
| a. Inventory contents of backup tape vault by tape number and what is backed up | Monthly |
| b. Incident /Virus response reports | Each Occurrence |
| c. Security Patch report | Weekly |
| d. Preventative Maintenance Performed | Monthly |

Cabling Support

- | | |
|-----------------------|-----------|
| Cabling documentation | Quarterly |
|-----------------------|-----------|

V. PLACE OF PERFORMANCE

Task order services shall be provided in support of the two buildings which comprise the USEPA National Vehicle and Fuel Emissions Laboratory (NVFEL) complex in Ann Arbor, Michigan. The Contractor will reside in the Office Building located at 2000 Traverwood, and task order services shall be provided both at the Office Building and the adjacent Laboratory Building, which is located at 2565 Plymouth Road. In addition, on-site Contractor support may occasionally be required at the remote NVFEL COOP site that is about 60 miles away (see Appendix C of this PWS). The Contractor is responsible for all travel costs associated with visits to the remote site.

It is estimated that on-site Contractor support shall be required 5 days per week for a single 9-hour shift. However, coverage shall be provided between the hours of 6am and 6pm, meaning there will need to be staggered shifts.

VI. HOURS OF OPERATION

IT Support Services shall be provided on all federal business days from 6:00 A.M. to 6:00 P.M., with the exception of particular requirements mentioned elsewhere within this PWS, particularly for the Service Desk support line. In the event of an emergency or operational crisis, the Agency may require extended Contractor support. Preventive maintenance outages shall performed monthly after hours on a regularly scheduled basis.

VII. EMERGENCY SERVICES

Ann Arbor offices may require coverage of specific tasks during emergencies. The emergency services required will be made by written request by the EPA TOPO, who shall simultaneously copy the Contracting Officer. In the event of an emergency or operational crisis, the Agency may require extended Contractor support. Response times will vary with each situation, and some require Contractor response within Four (4) hours.

VIII. TRAVEL

Agency conferences may require travel. If Contractor attendance is required at EPA conferences, the Contracting Officer shall request the Contractor to price the travel, and the task order will be modified to establish a fixed price for the required travel.

IX. SECURITY AND PRIVACY

The Contractor shall observe and comply with Agency physical and information security provisions and local policies at OTAQ-Ann Arbor. All Contractor personnel shall have, at a minimum, the National Agency Check with Inquiry (NACI) before beginning the work on this task. The Agency will grant a waiver only for new staff to work for 90 working days contingent on obtaining the required clearance. The Contractor will be responsible for hiring only qualified personnel who can obtain the proper clearance.

Some Contractor personnel may have access to sensitive data and/or to Confidential Business Information in the performance of the assigned work. The Contractor, its staff and its subContractors are prohibited from releasing to any entity, not authorized in writing by the EPA TOPO, any information on EPA files, data processing activities or functions, user identifications, passwords, or any other knowledge that may be gained through operation of EPA systems or by having access to EPA data. The Contractor shall brief its employees and Sub-Contractors on this requirement upon hiring, and at least every six months thereafter. After each briefing, the Contractor shall submit to the EPA TOPO a signed statement from each Contractor and subContractor employee with access to sensitive and/or CBI data or systems that they have been briefed, understand and shall comply with EPA and OTAQ security and privacy rules. The Contractor must also maintain a file of these signed statements.

X. GOVERNMENT FURNISHED FACILITIES, UTILITIES, SERVICES, SUPPLIES, EQUIPMENT, HARDWARE, AND SOFTWARE

The Government shall provide, at no cost to the Contractor, adequate working space including heat, light, ventilation, electrical current and outlets, furnishings, telephone service (including long distance service) and standard office supplies for use by Contractor personnel in performing their official duties. The Government shall also provide all software necessary to perform the tasks identified in this PWS.

The Contractor shall reside in the Office Building in areas designated for Contractor personnel. EPA will provide the necessary workstation setups (furniture, phones, PCs, etc.) and materials, equipment and hardware/software to support local and Agency standards.

XI. QUALITY ASSURANCE (QA) – QUALITY CONTROL(QC) PROGRAM

The Contractor shall implement a comprehensive and documented Quality Assurance (QA) – Quality Control (QC) program that addresses each of the tasks contained in this task order, such as described by ISO 9001. The Contractor shall provide ongoing quality assurance and control that ensures the quality of services and accuracy of deliverables specified in this task order.

Within 30 calendar days of the task order start date, the Contractor shall provide a Task Order Quality Assurance (QA) – Quality Control (QC) Plan that covers the overall task order and each of the task areas

specified within this PWS. The QA-QC Plan shall describe in detail:

- a. How the Contractor will plan, implement, document, and assess quality assurance and quality control under the task order. This shall include plans to monitor, measure, and adjust procedures required for the provision of high quality services, thereby ensuring a high level of customer satisfaction. The Contractor shall demonstrate an understanding of and apply the principles and standards contained in IT Infrastructure Library (ITIL) in the areas covered by the PWS. The Contractor's QA – QC Plan shall provide standard operating procedures for each of the task areas specified in the PWS, including adequate QC to ensure operations are completed according to the agreed upon standards of performance contained in the PWS.
- b. The Contractor's use of both internal and external (i.e., independent) QA – QC systems and performance audits.
- c. If subcontractors are used for task order activities, the Contractor shall give special attention to assessing their activities and providing EPA with assurances of the quality of their efforts. Subcontractor operations must also be covered by documented QA-QC programs.

XII. CONTINUITY OF OPERATIONS PLAN (COOP)

The COOP (Continuity of Operations Plan) provides guidance and procedures that allow EPA Ann Arbor operations to continue or rebuild essential operations in the aftermath of an emergency. This plan applies to the full spectrum of man-made, natural, or technological emergencies. The provisions of the COOP are applicable to all EPA personnel, contractors, and other Federal personnel having duty stations within EPA facilities.

The primary reference for the COOP and similar activities within the Federal government is Presidential Executive Order 12656, Assignment of National Security Emergency Preparedness Responsibilities, November 18, 1988. Within EPA, Order 2030.1, December 20, 1996, directs these activities.

APPENDICES:

- Appendix A: Performance Requirements Summary
- Appendix B: Telecommunications Reports (Voice)
- Appendix C: EPA Ann Arbor Site Locations
- Appendix D: Technical Staff Requirements
- Appendix E: EPA Ann Arbor IT Environment
- Appendix F: EPA Ann Arbor PBX Architecture (Optional Item)

APPENDIX A: PERFORMANCE REQUIREMENTS SUMMARY

OTAQ-Ann Arbor IT Support Services

Performance Objective	Performance Standard	Acceptable Quality Level	Monitoring Method	Incentive (Positive and/or Negative)
<i>What do we want to accomplish as the end result of the contract? What task must be accomplished to achieve the desired result?</i>	<i>What should the standards for completeness, reliability, accuracy, timeliness, quality and/or cost be?</i>	<i>To what degree must the standards be met for overall performance to be considered acceptable? The minimum acceptable level of performance.</i>	<i>How will we determine that success has been achieved? Who will have the authority to make that determination?</i>	<i>Impact on Contractor Payments</i>
1. Agency Architecture LAN/WAN/VMWare	All work in this area shall conform to guidelines located at http://intranet.epa.gov/arcHITEC/ea_governance.html . Contractor performs performance monitoring of systems.	Network is available for users 99.9% of the time between 6 a.m. and 6 p.m. Monday – Friday. Network Manager is immediately notified of major performance issues.	Network Manager will review work for compliance with Agency Guidelines.	A 1% penalty will be deducted from the monthly payment for non-compliance.
2. Service Desk Customers are satisfied and needs are met for IT systems support.	Analyze, resolve and satisfy user requirements for IT systems and support as detailed in the Performance Work Statement (PWS). Service desk staff shall enter the information into the Work Request System (WRS) and route each service request to the appropriate support area within 2 hours of receipt, and shall enter IP registrations into the agency's database for approval within 1 day.	No valid complaints are received by the TOPO.	Review by the TOPO.	A 1% penalty will be deducted from the monthly payment for non-compliance.

6. Voice and Video Telecommunications Support. Install, relocate, remove telephone sets, change features, document all service locations, perform minor equipment repair when feasible, coordinate repairs with outside vendors when directed; provide voicemail system support, and support for voice and VTC, cable TV, and satellite downlink. Provide telephone switch preventive maintenance, repairs, and upgrades. 911 system is updated as changes occur.	All staff is provided with working telephones. All service locations are documented. All aspects of operations, maintenance, and repair of the voicemail system is handled. All requests are handled promptly. Customer training on operation of the various devices is provided when required. Technicians have a Northern Telecom or Northern Telecom authorized training vendor's certifications and BICSI cable installer's certifications for performing required tasks. Response Times: •Telephone Trouble – 12 hours. •Dead Telephone – 4 hours. •Dead Priority Telephone – 2 hours •Severe Priority Service – immediate. •Relocate Telephone – generally 3 days, or as specified by Government beyond 3 days. •Install Telephone – generally 3 days, or as specified by Government beyond 3 days. •Conference Bridge Scheduling – immediate. •Voice Mail Change – 8 hours. •911 system Updates – within 1 day	All staff are provided with working telephones. Repairs/changes are handled with minimal disruption. The PBX and voicemail systems re operational no less than 99.9% of the time. (optional item) Equipment setup meets user specified requirements. Station Identification Designation Code (DES) is 100% current at all times. Response Times Compliance: •Telephone Troubles – 95% of the time. •Dead Telephone – 95% of the time. •Dead Priority Telephone – 98% of the time. •Severe Priority Service – 98% of the time. •Relocate Telephone – 95% of the time. •Install Telephone – 95% of the time. •Conference Bridge Scheduling – 99% of the time. •Voice Mail Change – 98% of the time. •911 system Updates – 100% of the time.	All services locations are documented and can be provided to the TOPO upon request. Outages are immediately reported to the TOPO. Valid complaints that equipment is not available are seldom received by the TOPO. Current system documentation is maintained for all telephone voicemail and switches.	A 1% penalty will be deducted from the monthly payment for non-compliance.
7. Lotus Notes Administration Support	Email service is available to the end user. Lotus Notes account management is conducted. Lotus Notes application databases are supported.	Staff can access their email. Account requests are completed as received.	Email systems are available and staff has access to their accounts. No valid customer complaints are received that are under the Contractor's control.	A 1% penalty will be deducted from the monthly payment for non-compliance.
8. IT Security Support All Agency information security directives are observed to ensure protection and patching are completed within allotted timeframes.	All work done in this area conforms to Agency guidance.	Agency guidance is followed 100% of the time.	The Information Security Team shall review compliance of security measures.	A 1% penalty will be deducted from the monthly invoice for non-compliance.

<p>8.b. Service Response Time Requirements for Security Services</p> <p>Network security is maintained, minimizing the risk to network connected systems by correcting vulnerabilities before they can be exploited.</p>	<p>Standards for completeness are defined in PWS Section 8.b. Service Response Times:</p> <ul style="list-style-type: none"> •CSIRC Alert – Immediate Response or as specified by response date. •Virus Notification – Immediate. •Vulnerability scan Remediation – Generally two weeks if scan generated by local IT Security, but could be shorter time frame if vulnerabilities are critical and a response is required to another Agency Program Office or government entity. 	<p>The acceptable level of performance for all standards is 90%. This is the Agency's definition of a Green light on the Security score card. This is determined per vulnerability across all managed devices for CSIRC alerts (patching). Virus notification response is determined by the percentage of responses to the affected equipment within 30 minutes of receipt of notification, or knowledge of the infection. Scan vulnerability remediation will be determined by the percentage of correctable vulnerabilities resolved during the response periods.</p>	<p>CSIRC Alert response (patching) will be monitored by the Agency using the Agency patch monitoring/management system – BigFix where possible. Patches that are not reportable in BigFix will be monitored manually. Virus notification responses will be monitored manually and based on email notifications from Symantec Endpoint Protection, and the close out response from the contractor. Scan vulnerability responses will be calculated manually from the contractor prepared response to the scanning findings (only vulnerabilities with defined solutions/patches will be evaluated). These will be verified by the monthly vulnerability scans. Repeat vulnerability identification on a device (by scanning) that is correctable will result in a recalculation of the score.</p>	<p>A 1% penalty will be deducted from the monthly payment for non-compliance.</p>
<p>9. Cabling Support</p> <p>Contractor shall install, test, enhance, remove, and maintain communications cabling and switches.</p>	<p>All work complies with Agency and industry standards.</p>	<p>Requests for cabling shall be completed within three business days of receipt of work request – 95% of the time.</p>	<p>TOPO or EPA Telecom Specialist will review completed work.</p>	<p>A 1% penalty will be deducted from the monthly payment for non-compliance.</p>

Multiple instances of non-compliance in any Performance Requirements area of Appendix A could result in multiple 1% deductions, not to exceed a total of 5% in deductions for that Performance Requirement area. Multiple instances of non-compliance in more than one Performance Requirement area of Appendix A could result in multiple 1% deductions, not to exceed a total of 10% in deduction overall.

APPENDIX B: Telecommunications Reports (Voice)

Traffic Report - Monthly

This is a combination of several reports which are printed on a rotating basis. Looking at the three different areas of the switch, one each month, facilitates the ability to keep the switch balanced and working properly 24/7. These reports are entitled as follows:

1. Network Loops - graph of all network loops by date. Each shelf is controlled by a network card. This card can only allow so many talk paths to go through it at a time. By watching the graphs it is possible to prevent a blockage at the network card. The result is users do not receive any 'fast busy' signals.
2. System Loops - graph showing the total system balance. This shows the balance of the telephone switch and which loops have the heaviest traffic. This helps ensure that additional phones are installed on less used loops.

Trunking Reports - Monthly

EPA has two different trunking reports, these reports are run each month since they show our DID/DOD trunks, FTS2001 trunks and our International trunks.

1. Call Volume Analysis by hour – The first page of this report is a graph that shows the number of calls per hour of the day for the full month. The next pages show the hourly average of Total Number of Calls, Total call cost and Total Duration by hour with the second column showing the TOTALS of each. By using the average totals we can see our calling pattern during the day.
2. Trunk Analysis – The first page of this report is also a graph that shows the trunk usage by TN (trunk number). By watching this graph we check that our hunting of the trunks (incoming or outgoing calls looking for a T1 line) is working properly. The next pages show the total outgoing calls, total incoming calls, total internal calls, total tandem calls, total cost, and total duration. By watching this we know when to increase or decrease trunks.

PBX and Voicemail Systems UPSs and Batteries - Quarterly

A report shall be produced showing the amount of time that the batteries took to reach minimum sustainability levels.

Disk Storage Summary - Monthly

A report shall be produced showing the level of hours used per date on the hard drives and how much was left each day. The data on this report is used to make a line graph.

Forwarded Mailboxes - Monthly

A report shall be produced showing staff mailboxes that have been forwarded to different external locations while on temporary assignment.

Port Group Traffic Analysis - Monthly

This report shows three main items; (1) number of calls into the system each hour for the month; (2) number of times the user received a busy signal each hour; and (3) number of minutes per hour users were on line. This report is made into a line chart that shows calling pattern.

Total Mailboxes Created – Semi-Annual October - March A report shall be produced showing each type of mail box **by laboratory/office** that is in use and how many of each type of mail box are being used. The next column shows how many of that type of mailbox are initialized, which reveals how many are not initialized. A pie chart is made from this.

Network Messaging Exceptions - Monthly

A report shall be produced showing any problems with sending a message to another location such as RTP or Washington. If a pattern shows, it can then be researched and corrected.

Conference Bridge Usage - Monthly

This report is a review of conference bridges and will report by employee name and laboratory those who reserved a conference bridge but did not use the conference bridge.

Ad Hoc Reports – As Requested

The Contractor shall produce various ad hoc reports related to the various tasks and duties described within this PWS, such as metrics, measurements, status reports, etc., as requested by the TOPO.

APPENDIX C: EPA Ann Arbor Site Locations

Primary Site(s):

National Vehicle and Fuel Emissions Laboratory - Office Building

2000 Traverwood
Ann Arbor, Michigan 48105

National Vehicle and Fuel Emissions Laboratory - Lab Building

2565 Plymouth Road
Ann Arbor, Michigan 48105

Remote Site (not on a regular basis):

Large Lakes and Rivers Forecasting Research Station

9311 Groh Road
Grosse Ile, MI 48138

APPENDIX D: Technical Staff Requirements

This task order requires a variety of proven technical skills. The Contractor shall provide staff that have experience and demonstrate skills in the following areas:

Active Directory Computer/Network Administration and Security – Support personnel must have taken a Microsoft Windows Active Directory 2003/2008 course and be able to administer an Active Directory environment. Must be able to configure domain level security policies, configure login authentication parameters, and configure security auditing. Technician must be able to create, and configure user accounts, groups, printers, and network shares/folders on a Windows Active Directory environment.

Data Network – Support Personnel should have taken applicable vendor training and must be able to configure, support and troubleshoot all aspects of layer 1 (data cabling) and layer 2 (switching) of a TCP/IP network. Technician should have experience with Cisco and Cabletron/Enterasys switching equipment.

Network Systems Administrators – Must have at least 3 years of LAN Administrative work experience.

- Must possess the skills necessary to install and maintain Microsoft, Unix/Linux based web servers, and terminal servers.
- Must have functional knowledge in the installation, configuration, troubleshooting, and management of Cisco hardware.
- They shall possess functional knowledge (installation, configuration & operation) of all network operating systems (Microsoft Windows, Linux, and VMWare) and the security mechanisms employed by these operating systems.
- Must have work experience and ability to identify (using tools such as Event Sentry) and diagnose systems (O/S, applications, hacks, etc.), security issues, communicate changes required per site processes, and implement the changes with minimal impact to the user community.

Microsoft Windows Servers Administration Support – Support personnel must have taken vendor Microsoft Windows Server Administration classes and must have at least 3 years of demonstrated experience in administering a Microsoft Windows 2000/2003/2008 (32 and 64-bit) Server networked environment consisting of 10 or more servers operating a variety of networked applications. Work experience shall demonstrate the ability to install, configure, troubleshoot, and identify ambiguities, and secure the servers.

System Backup and Disaster Recovery – Must have the ability to perform backups, restores, and troubleshoot problems using Symantec Backup Exec, Acronis, and Windows backup systems on tape, DVD-RW, CD-RW, diskette, and network volumes. Technician needs to have experience with backup and restores on the Windows, Dos, UNIX, and Linux operating systems.

Lotus Notes Administration Support – Must be qualified, in terms of having taken the vendor training for Lotus Domino Administration courses and have at least 1 year of experience. Must be able to perform routine tasks like creating accounts, but also be able to perform more complex work like troubleshooting what might be going on with the Lotus Notes user environment.

Computer Software/Hardware Support – Must have the ability to install all Commercial Off the Shelf (COTS) software and be able to troubleshoot issue with installation. Must have the ability to install and support all aspects of computer hardware, such as hard drives, external media, fans, power supplies, controllers, system boards, processors, and memory.

Printers/Fax Machine/Scanner Support—Must be able to troubleshoot and correct basic problems for various printers, fax machines and network scanners. Technician must also be able to replace toners and drum kits as required.

Operating System Installation and Support – Must have the ability to install, diagnose, repair, patch, and support various operating systems (Windows and all flavors of Linux). Must have the ability to create and distribute a standard image for new computers using Acronis.

Application Installation and Support – Must have the ability to install and support various Windows based software applications and distribute them from the network when appropriate.

Documentation – Must be able to synthesize information from various sources to create and maintain documentation for standard operating, installation, and maintenance procedures in an efficient manner for future retrieval. Technician must be able to evaluate effectiveness of documentation and convey information in non-technical terms.

Wiring Support – Support personnel must have had official training and be able to show the ability to install, test and terminate network/telephone cable. Installations may require person(s) to use ladders, aerial lifts (must be certified in the safe operation of) and other means to install cables in areas in excess of 75 feet. Installers must have the ability to terminate cables on a variety of jacks, panels and terminal blocks. Technician must be able to use various test equipment needed to verify cable as needed/required. Technician must be able to draft and maintain “as built” diagrams showing the installed wiring.

Fiber Optics – Support personnel must have had any applicable training and be able to install fiber (per industry standards), and terminate on a variety of connectors. The technician should be able to test fiber per industry standards.

Telecommunication Equipment – The Contractor shall provide qualified technician that is able to program and troubleshoot a Nortel 61C release 25.4 (or later) PBX with a fiber remote cabinet. Technician must be able to program and install the following types of phones: 2500, 2008, 2116, 3904 and 3905 as well as ring down circuits. Technician must be able to program ACD, Ran Announcers and Audio Bridge equipment. Technician needs to have the ability to install and/or troubleshoot ISDN-PRI, Local CO and emergency transfer equipment.

Video Conferencing Units – Must have the ability to troubleshoot and instruct users on the operation of Tandberg & Polycom 512 MB and FX video units or their equivalent. They must also be familiar with how to hook up and run different types of ancillary equipment to these units.

LCD Projectors – Must be able to operate fixed and movable Sony and Toshiba type LCD projectors and be able to interface them with computers, laptops and VCRs. Must have the ability to troubleshoot various problems on these types of LCD projectors as they arise.

Database Administration Support -- Must have at least 3 years of Oracle (10g or higher) database, SUN MySQL, MS SQL skill and experience, including analysis, troubleshooting, installation, operations, maintenance, and documentation.

Wireless LAN (WLAN) Support – Support personnel must have had applicable training and must have at least 2 years of wireless network administration experience and hands on knowledge/experience in managing, implementing, and securing Wireless Networks. He/she shall have Cisco Certified Network Associate (CCNA) certification, Cisco Wireless LAN Support Specialist certification, or Cisco Certified Network Professional (CCNP) certification when required by EPA.

Virtual Server Administration – Must have the ability to install EsXi and manage virtual operating systems under that infrastructure.

Antivirus Administration Support – Must have experience with Antivirus software installation and support on Enterprise level.

DSL Support – Must have experience with managing DSL connections to sufficiently monitor traffic and usage on an Enterprise level.

Help Desk Support – Must have experience as Help Desk personnel to sufficiently support users utilizing the Help Desk.

Encryption Software Support – Must have experience with installing and supporting encryption software on an Enterprise level.

Disaster Recovery Support – Must have knowledge and skills to support Disaster Recovery efforts.

APPENDIX E: EPA Ann Arbor IT Environment

NOTE: The information provided on this list is just an approximation, meant to give you an estimate of the number of devices, users, and equipment to be supported.

PMN Environment**General Info**

- NVFEL is made up of two buildings that sit right next to each other so all PMN equipment is split between the two buildings.
- 6 Wiring closets; Closets are linked to the redundant cores via dual redundant fiber links;
- There are approximately 400 users of the PMN.

PMN Switches

- 2 redundant core switches and a server farm switch
- 11 Cisco Switches
- 1 WAN router.

PMN Servers

There are approximately 40 servers total with various operating systems or applications installed shown by the following list:

- 1 Filemaker Pro server
- 1 Terminal Server
- 2 Lotus Notes application servers
- 2 Lotus Notes email servers with clustered redundant instances that also provide Webmail service
- 1 Centralized Backup server (Symantec Backup Exec) running with fiber based tape library
- 3 Red Hat Linux Web servers for OTAQ Intranet
- 5 VMware EsXi hypervisor installed and supporting Windows, Red Hat Linux, and Linux CentOS guest operating systems
- Numerous physical Windows servers
- Numerous virtual Windows Servers

PMN Workstations

- 38 Windows 2000 Professional workstations
- 15 Windows XP workstations
- 10 Linux CentOS workstations

Non-CTS Machines

- 105 Desktops
- 3 Laptops

LNS Environment

General Info

- NVFEL is made up of two buildings that sit right next to each other. However, the LNS equipment is mainly in the Lab building. Connections to LNS are only given in the Office building if absolutely necessary.
- 6 Wiring closets
- There are approximately 75 LNS users.

LNS Switches

- 19 Cabletron switches
- 5 Cisco Switches

NOTE: The LNS network will undergo a redesign in the base year so all of the Cabletron switches will go away and the number of Cisco Switches will increase. Since there will most likely not be a 1:1 switchover from Cabletron to Cisco, we expect the number of Cisco replacement switches to be less for a total of approximately 15-20 Cisco Switches after the LNS Network redesign.

LNS Servers

- 39 Windows Servers

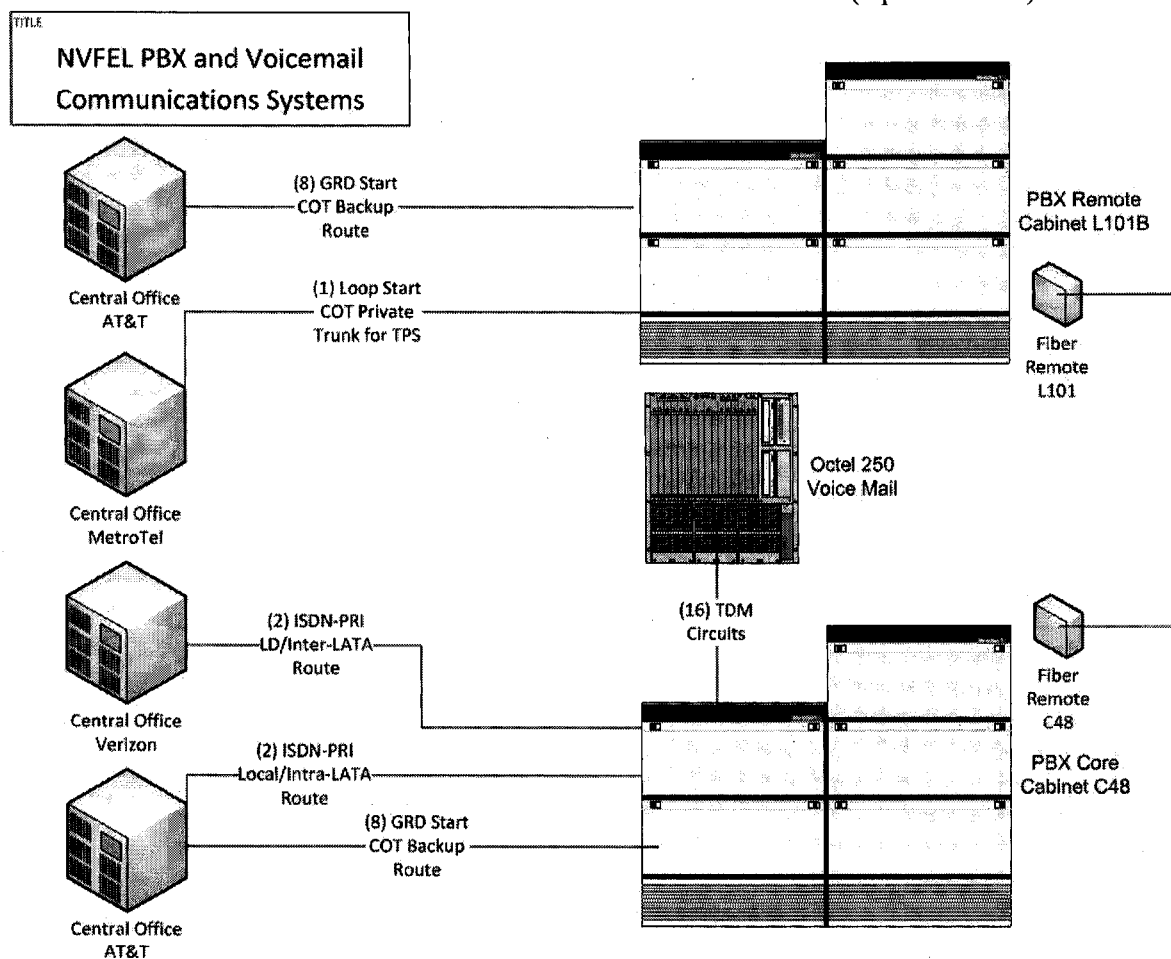
LNS Workstations (Non-CTS machines)

- 201 Workstations
- 22 Laptops

Printers

- 31 Network Connected Printers

APPENDIX F: EPA Ann Arbor PBX Architecture (Optional Item)



Nortel Meridian 1 Option 61C

- Dual-CPU system with standby processing capability
 - The processor is the common control complex of the system. It provides the sequences to process voice and data connections, monitor call activity, and perform system administration and maintenance.
 - The processor communicates with the network interface over a common control bus that carries the flow of information.
 - I/O interfaces that provide an information exchange between the user and the system
- Fully redundant memory
 - All core overlays reside in Dynamic Random-Access Memory (DRAM) after they are loaded from the hard disk during an initial software load (software is shipped on redundant hard disks). The Resident Overlays featured in core based systems ensure subsecond speeds in accessing the overlays.

- Cabling between the CP cards allows memory shadowing and dual-CPU operation.
- Full-network group
 - Core/Net modules diagnose faults in field-replaceable units for all core hardware, including cables. In case of a failure, a message appears on the system terminal and on the Liquid Crystal Display (LCD) of the CP card. All messages can be stored in a file for future diagnostics.
 - The CNI and CNI-3 cards provide the interface between the IPB and the network shelf, and between the CP card and three-port extender cards in the network shelf. Each CNI card provides two ports. Each CNI-3 card supports three ports. In a typical configuration, three CNI-3 cards support eight network groups.
- Two Core/Network Modules
 - Network switching, based on digital multiplexed loops, interconnects peripheral ports. A loop transmits voice, data, and signaling information over a bidirectional path between the network and peripheral ports.
 - Network cards digitally transmit voice and data signals, using space switching and time division multiplexing technology. Network switching also requires service loops (such as conference and TDS loops), which provide call progress tones and outpulsing.
- Seven IPE Modules
 - Using pulse code modulation (PCM), peripheral equipment converts analog signals to digital signals before switching is performed by the network. This conversion method samples the amplitude of the analog signal at a rate of twice the highest signal frequency, then converts the amplitude into a series of coded pulses. For telecommunications, the PCM-sampling frequency standard is 8 kHz.
 - Analog and digital line and trunk cards that provide interfaces to equipment outside the modules (such as telephones, data terminals, and trunks).
 - Analog-to-digital conversion takes place in the digital telephone itself, rather than in the associated peripheral line card. This eliminates attenuation, distortion, and noise generated over telephone lines. Signaling and control functions are also handled digitally. Time Compression Multiplexing (TCM) is used to integrate the voice, data, and signaling information over a single pair of telephone wires.
- Remote Peripheral Equipment
 - In a local operating environment, peripheral equipment can be housed up to 15.2 m (50 ft) from the common equipment. Remote peripheral equipment (RPE) extends this range, allowing approximately 112.6 km (70 miles) between local and remote facilities.
- Dual Clock Controllers
 - Controller cards that provide timing and control sequences and monitoring capabilities
- Three Digi-tone Receivers and Tone Generators
 - DTR-TG modules are responsible for decoding/encoding DTMF and generating dial tone and error tones (busy signals)
- 36 Digital Line Cards

- Digital line cards provide interfaces to equipment outside the modules (such as telephones, data terminals, and trunks)
- 12 Analog Line Cards
 - Analog line cards provide interfaces to equipment outside the modules (such as telephones, data terminals, and trunks)
- Three Trunk Cards
 - Trunk cards provide interfaces to equipment outside the modules (such as telephones, data terminals, and trunks)
- Two TTY I/O Cards
 - Serial port communications for terminals and data recorders/buffers
- Five Super Loop Cards and Controller Cards
 - Each Core/Network module houses up to four NT8D04 Superloop Network Cards, or seven QPC414 Network Cards, or a combination of the two, for a total of 16 network loops. Superloop Network cards are cabled to the backplane of an IPE Module. QPC414 Network Cards are cabled to the dual loop peripheral buffer card in a PE Module. In a typical configuration, one conference/TDS card is configured in the module, leaving 14 voice/data loops available.

Octel Overture 250

- Logic cards.
 - The Octel Overture 250 message server uses a multiple-processor, distributed architecture. This means that each logic card has its own microprocessor. Logic cards include the CCF card, FLT cards, and the optional LAN card.
- Drive modules.
 - A drive module consists of a circuit board and a disk drive, on which data is stored. System drives contain software, the database, and system prompts (phrases). With the optional GMR feature, all messages are duplicated on different message drives; on non-GMR Octel Overture 250s, the system drives also contain digitized voice messages and recorded names and greetings. Message drives contain digitized voice messages and recorded names and greetings.
- Power supplies.
 - Redundant power supplies are located in the power distribution tray, near the bottom of the cabinet. This tray is accessed from the rear of the cabinet. The power supplies draw power from a customer-provided power source, operate at 90 to 265 Vac at 47 to 63 Hz, single phase, and convert the input power to 26–29 Vdc for internal use.
- Input/output (I/O) connections.
 - Telephone connections from the PBX, SMTs, X.25 links, and other connections plug directly into various connectors on the front of the logic cards. The Octel Overture 250 server can use up to four asynchronous ports, which can be divided among SMTs and the integration.

Contractor Notes Administration Responsibility Matrix											
User Operations and Support											
FUNCTION	Local Servicing Organization			National Notes			Hosting Services			Recommended Guidelines	Access to Directory, Access to AdminP, access to Notes Server (Primary and Backup), access to create new replicas, log access to mail file
	Action	Recommended Guidelines	Communication	Action	Recommended Guidelines	Communication	Action	Recommended Guidelines	Communication		
6	Receiving Notes Admin Replicates user's Mail File	30 min	The receiving Notes Administrator receives the ticket								
7	Receiving Notes Admin has to Update user's Mail File Administration Server	2 min									
8	Pull down ID from Vault	10 min	Admins in new location use ID Vault for a copy of the ID for the User.								
9	Submit request for client setup	30 min	The receiving organization								
Moves/Transfers FROM Local Certifier Organization¹											
1	Log Request (if applicable)	5 min	The originating Notes Administrator logs the ticket								
2	Originating Notes Admin has to start Certifier Move Request, Adds Receiving Notes Organization to user's ACL and Mail Server Document, Sends copy of user's id file with password	20 min									
3	Receiving Notes Admin Accepts Certifier Move Request	5 min									
4	Receiving Notes Organization has to Update user's NERD Information	5 min									
5	Receiving Notes Organization has to Update user's Person Document	5 min									
6	Receiving Notes Admin Replicates user's Mail File	30 min	The receiving Notes Administrator receives the ticket								
7	Receiving Notes Organization has to Update user's Mail File Administration Server	2 min									
8	Pull down ID from Vault	10 min	Admins in new location use ID Vault for a copy of the ID for the User.								
9	Submit request for client setup	30 min	The receiving organization								
Recertify Notes ID¹											
1	Log Request (if applicable)	5 min									
2	Determine if ID file expired already or about to expire	5 min									
3	Recertify ID	5 min									
4	Notify user	5 min									
Rename User Accounts¹											
1	Log Request (if applicable)	5 min									
2	Verify Type of Rename request	5 min									
3	Rename user account	5 min									
4	Notify user	5 min									
Update Internet passwords¹											
1	Log Request (if applicable)	5 min									
2	Edit the user's person doc	20 min									
3	Notify user	2 min									
General User Support (Tier 2 Support)¹											
	Log Request (if applicable)	5 min									

Contractor Notes Administration Responsibility Matrix											
User Operations and Support											
FUNCTION	Local Servicing Organization			National Notes			Hosting Services			Recommended Guidelines	
	Action	Recommended Guidelines	Communication	Action	Recommended Guidelines	Communication	Action	Recommended Guidelines	Communication	Action	Recommended Guidelines
Assist users with resolving Notes email, connectivity, and functionality issues	X	varies									
Request Mailbox Quota Waiver¹											
1 Log Request (if applicable)	X	5 min	Waiver allows for 500 MB increase in quota and requires signature of users manager								Remedy Access, Domino Database Admin access (at a minimum)
2 User fills out Waiver w/ business justification	X	15 min	Send Notification and Waiver to Tier 3								Remedy Access
3 Modify Quota for user	X	10 min									SA/Is Admins might like to know, to track space allocation
4 Notify User	X	5 min									Domino Database Administrators on the server doc minimum

Contractor Notes Administration Responsibility Matrix												
Client Operations and Support												
FUNCTION	Local Servicing Organization			National Notes			Holding Services			Access to mail server, access to mail file on server, access to desktop OS, access to Notes client		
	Action	Recommended Guidelines	Communication	Recommended Guidelines	Action	Recommended Guidelines	Recommended Guidelines	Communication	Action	Recommended Guidelines	Recommended Guidelines	Recommended Guidelines
Replace Mail File (Desktop)¹												
1	Log Request	X	5 min	Send email to Tier 3 support		5 min						
2	Diagnose problem	X	varies									
3	Access user account	X	5 min									
4	Replace copy of mail file on desktop	X	15-30 min									
5	Notify User	X	2 min									
Support Notes Client (Tier 2 Support)¹												
1	Log Request	X	5 min									
2	Diagnose problem	X	60 min									
3	Notify User	X	5 min									

Create and manage Resource Reservations db¹

Contractor Notes Administration Responsibility Matrix

[illegible]

**Attachment C: Evaluation Criteria
IT and Telecommunications Support Services for the
U.S. EPA OTAQ, at the NVFEL, Ann Arbor, MI**

The Government intends to award a single task order on a best value basis to the responsible offeror whose offer conforms to the solicitation and is most advantageous to the Government, price and other factors considered. Each offer shall include the offeror's best terms, since communications after receipt of quotations are not anticipated, unless such communications are necessary for the Government to fully understand the offer. For the purpose of evaluating quotations, all evaluation criteria other than price, when combined, are approximately equal in importance to price. Evaluation of price will include assessment of (1) the proposed mix of labor assigned for performance of the requirements set forth in the Performance Work Statement (see Attachment A), and (2) assessment of the reasonableness of the aggregate proposed price for task order performance, inclusive of all options and all option periods.

The non-price evaluation criteria are as follows:

1) Past Performance (Max. 400 points possible)

Past performance record during the previous three years under contracts and subcontracts (including active contracts and subcontracts) involving work similar in scope, magnitude, and complexity to that described in Attachment A, Performance Work Statement.

2) Qualifications and Availability of Proposed On-Site Personnel (Max. 300 points possible)

Degree to which the qualifications (experience, expertise, education) and availability of the proposed on-site personnel will optimize the performance of the requirements set forth in Attachment A, Performance Work Statement.

3) Task Management Plan (Max. 300 points possible)

Degree to which the offeror's proposed task management plan will optimize the performance of the requirements set forth in Attachment A, Performance Work Statement.

Maximum Possible: 1,000 points

ATTACHMENT D: Quotation Instructions**IT and Telecommunications Support Services for the
U.S. EPA OTAQ at the NVFEL, Ann Arbor, MI**

- A. Quotations shall be specific and sufficiently detailed to allow a complete evaluation of the offeror's methods for satisfying the requirements set forth in Attachment A, Performance Work Statement. Evaluation of quotations will be based on price and on the offeror's response to the Evaluation Criteria set forth in Attachment C. For purposes of evaluation, "offeror" means the contractor or contractor team responding to the RFQ. Information should be provided for all firms involved in the contractor team, if applicable.
- B. Quotations shall address each of the evaluation criteria identified in Attachment C. Include within each section all materials that are to be evaluated thereunder. The offeror's response to Criteria 1, 2, and 3 shall be limited to an aggregate of **50 single-spaced, 12-point-font, 8-1/2" X 11" pages, and shall be numbered "1 of 50", "2 of 50", etc.** (Note that this page limit is not applied individually to the response to each criterion, but rather refers to the sum of pages submitted in response to Criteria 1, 2, and 3.) Supplemental information, such as resumes and work samples from previous clients, are excluded from the page limitation and may be provided as appendices to the quotation. The completed Past Performance Questionnaires associated with Criterion 1 are also excluded from the page limitation.
- C. Submit the original plus 6 copies of your complete quotation. See the RFQ Cover Memorandum for addressee information.
- D. The following instructions apply to the development of quotations:

Response to Non-Price Evaluation Criteria

The following instructions apply to the Evaluation Criteria set forth in Attachment C:

1) Past Performance

- (a) Describe how your past performance contributes to the ability to perform the Performance Work Statement. In general, experience in providing IT and telecommunications support services should be highlighted and demonstrated in your quotation. Also, demonstrate prior experience in performing under contracts involving support to multiple, independent clients.
- (b) Include in your quotation a list of at least 3 contracts and subcontracts completed in the last 3 years, and all contracts and subcontracts currently in progress, which are similar in scope, magnitude, and complexity to the requirement described in this solicitation. The contracts and subcontracts listed may include those entered into with Federal, State, and local governments, and commercial businesses. Include the following information for each contract and subcontract listed:

- (1) Name of contracting activity.
- (2) Contract number.
- (3) Contract title.
- (4) Contract type.
- (5) Brief description of contract or subcontract and relevance to this requirement.
- (6) Total contract value.
- (7) Period of performance.
- (8) Contracting officer, telephone number, and E-mail address (if available).
- (9) Program manager/project officer, telephone number, and E-mail address (if available).
- (10) Administrative Contracting officer, if different from (h) above, telephone number, and E-mail address (if available).
- (11) List of subcontractors (if applicable).

(c) Offerors shall ensure that EPA receives a minimum of three (3) completed Past Performance Questionnaires (see Attachment F) directly from client references by the closing time and date identified in the RFQ Cover Memorandum. Offeror references shall submit the completed questionnaires **DIRECTLY to the EPA Contract Specialist, Samantha Fuchs, via fax to (513) 487-2107 or e-mail to Fuchs.Samantha@epa.gov.** The completed Questionnaires should address contracts/subcontracts similar in scope, magnitude, and complexity to the requirement which is described in the solicitation. References may be contacted by the Government for further information on ratings.

(d) If negative feedback is received from an offeror's reference, the Government will compare the negative response to the responses from the offeror's other references to note differences. An appropriate rating will be assigned to the offeror based on all the information.

(e) If at least three (3) past performance questionnaires are not received, the Government will make an attempt to contact another reference identified by the offeror, to contact a reference not identified by the offeror, or to complete the evaluation with those references who responded. The Government shall consider the information provided by the references, and may also consider information obtained from other sources, when evaluating an offeror's past performance.

(f) Attempts to obtain responses from references will generally not go beyond two telephonic messages and/or written requests from the Government, unless otherwise stated in the solicitation. The Government is not obligated to contact all of the references identified by the offeror.

(g) If an offeror has no relevant past performance history, the offeror should so state. If an offeror has no relevant past performance history, it will not be evaluated favorably or unfavorably on past performance.

(h) Each offeror may describe any quality awards or certifications that indicate the offeror possesses a high-quality process for developing and producing the product or service required. Such awards or certifications include, for example, the Malcolm Baldrige Quality Award, other Government quality awards, and private sector awards or certifications.

(1) Identify the segment of the company (one division or the entire company) which received the award or certification.

(2) Describe when the award or certification was bestowed. If the award or certification is over three years old, present evidence that the qualifications still apply.

2) Qualifications and Availability of Proposed On-Site Personnel

The quotation shall include information regarding the qualifications (experience, expertise, education) and availability of all proposed on-site personnel. All proposed on-site personnel shall be identified by name, and sufficient information shall be provided to clearly establish each person's qualifications and availability relative to performing the tasks associated with that individual's projected role under any resulting task order.

The response shall identify relevant personnel training and/or certifications, e.g., Microsoft Certified Network Engineers (MCNE) and Cisco Certified Network Professional (CCNP) for the LAN, and Northern Telecom and Building Industry Consulting Service International (BICSI) cable installer certifications for the telecommunications activities. The quotation shall also clearly indicate whether each proposed individual is a prime contractor or subcontractor employee.

(NOTE: Any resulting task order shall identify the Project Manager as a "key person" under the "Key Personnel" clause which appears in Attachment E, "Applicable Clauses". If the proposed Project Manager is not already employed by the offeror, the quotation shall include a signed letter of commitment from the individual in question, confirming his/her intent to fulfill the position requirements for the initial 90 calendar days of task order performance. As noted in the Attachment E clause, "Project Manager", this is a full-time position, i.e., Monday through Friday (excluding Federal holidays), 40 hours per week, with all hours to be worked on-site at the EPA Ann Arbor facility.)

3) Task Management

Provide a task management plan that will ensure successful start-up and performance of the task order. The offeror's task management plan shall be designed to meet or exceed the requirements to be performed under any resulting task order. At a minimum, the task management plan shall:

- Summarize the offeror's plan for implementing the requirements of the Performance Work Statement. The response shall include the offeror's organizational structure (including lines of reporting), staffing plan (including roles and responsibilities of each on-site position), and oversight plan for subcontractors (if proposed).
- Provide details on the reporting system that will be used to satisfy the reporting and tracking requirements set forth in Section IV of the Performance Work Statement. The offeror's response shall include a sample Service Desk report with metrics and graphics showing such things as total numbers of completions of given tasks or trouble calls, response times, resolution times, percentages of completions and resolutions within given timeframes, and averages.
- Provide a brief summary of the key elements which will be addressed in the Quality Assurance – Quality Control Plan which the successful offeror must submit to EPA within 30 calendar days of the task order start date (see Section XI of the Performance Work Statement).
- Describe the procedures the offeror will use to ensure effective communications with the Government.
- Summarize the offeror's start-up plan for ensuring it will be able to commence performance by the projected task order start date of January 1, 2012. If the offeror is not the incumbent contractor, the plan shall address the steps which will be taken to ensure a smooth transition with no interruption of required services.

(Continued on Next Page)

Price Response**Price Breakdowns**

For **each** of the 5 potential years of the task order (Base Period and Option Periods 1 through 4), offerors shall submit **two separate price breakdowns**, each of which shall include:

- ☐ Applicable labor categories under the offeror's Alliant SB GWAC.
- ☐ Fully loaded hourly rate for each of the above labor categories
- ☐ Number of hours per labor category
- ☐ Extended dollar total for each labor category
- ☐ Total monthly and yearly prices for the period in question

The first price breakdown shall cover the ***Base Requirement*** (which covers all PWS requirements ***excluding*** PBX and Octel support, telephone support, and VoIP telephone support), and the second price breakdown shall cover the ***Optional Requirements*** (which covers PWS requirements for PBX and Octel support, telephone support, and VoIP telephone support). Prices for the Base and Optional Requirements shall be entered on pages 6 through 10 of this Attachment, and these pages shall be included in the quotation. (Monthly prices shall not be used for evaluation, but only for payment purposes). The quotation shall also include a completed copy of pages 11 and 12, showing the aggregate price for all options and all periods.

Pricing shall be based on a projected task order start date of January 1, 2012. If the proposed hourly rates are discounted from the offeror's Alliant SB GWAC rates, the offer shall clearly identify the discount percentage(s) and the labor categories to which each discount applies.

Post-Award Pricing of Other Direct Costs

The quotation shall also identify any indirect rates which will be applied to other direct costs (ODCs) which the Government may authorize subsequent to task order award, including an explanation of how such rates will be applied. Additionally, the quotation shall demonstrate that such charges are consistent with the offeror's standard accounting practice and the applicable Alliant SB GWAC.

Alliant Small Business GWAC Information

The quotation shall include the offeror's applicable Alliant Small Business GWAC ordering information, current pricelists (showing labor categories and hourly rates), Data Universal Numbering System (DUNS) Number, and Taxpayer Identification Number (TIN).

(see Price Sheets beginning on next page)

PRICE SHEET

**IT and Telecommunication Support Services
for U.S. EPA Office of Transportation and Air Quality (OTAQ)
National Vehicle and Fuel Emissions Laboratory (NVFEL)
Ann Arbor, MI**

Base Period

1/01/2012 – 12/31/2012

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base IT support services as described in Attachment A, \$ _____ Performance Work Statement <u>excluding</u> PBX and Octel (section 6a1), Telephone Support (Section 6a2) and VoIP Telephone support (section 6a3)		\$ _____ Firm-Fixed-Price

Optional Requirement(s):

Item Description	Monthly Price	Period Price
Option 1 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a1 for PBX and Octel support		\$ _____ Firm-Fixed-Price
Option 2 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a2 for Telephone support		\$ _____ Firm-Fixed-Price
Option 3 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a3 for VoIP Telephone support		\$ _____ Firm-Fixed-Price
Total, Base and Optional Requirements:		\$ _____ Firm-Fixed-Price

PRICE SHEET

**Information Technology (IT) and Telecommunication Support Services
for U.S. EPA Office of Transportation and Air Quality (OTAQ)
National Vehicle and Fuel Emissions Laboratory (NVFEL)
Ann Arbor, MI**

Option Period 1

01/01/2013 – 12/31/2013

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base IT support services as described in Attachment A, \$ _____ Performance Work Statement <u>excluding</u> PBX and Octel (section 6a1), Telephone Support (Section 6a2) and VoIP Telephone support (section 6a3)		\$ _____ Firm-Fixed-Price

Optional Requirement(s):

Item Description	Monthly Price	Period Price
Option 1 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a1 for PBX and Octel support		\$ _____ Firm-Fixed-Price
Option 2 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a2 for Telephone support		\$ _____ Firm-Fixed-Price
Option 3 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a3 for VoIP Telephone support		\$ _____ Firm-Fixed-Price
Total, Base and Optional Requirements:		\$ _____ Firm-Fixed-Price

PRICE SHEET

**Information Technology (IT) and Telecommunication Support Services
for U.S. EPA Office of Transportation and Air Quality (OTAQ)
National Vehicle and Fuel Emissions Laboratory (NVFEL)
Ann Arbor, MI**

Option Period 2
01/01/2014 – 12/31/2014

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement <u>excluding</u>		Firm-Fixed-Price
PBX and Octel (section 6a1),		
Telephone Support (Section 6a2) and		
VoIP Telephone support (section 6a3)		

Optional Requirement(s):

Item Description	Monthly Price	Period Price
Option 1		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement section 6a1		Firm-Fixed-Price
for PBX and Octel support		
Option 2		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement section 6a2		Firm-Fixed-Price
for Telephone support		
Option 3		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement section 6a3		Firm-Fixed-Price
for VoIP Telephone support		
Total, Base and Optional Requirements:		\$ _____
		Firm-Fixed-Price

PRICE SHEET

**Information Technology (IT) and Telecommunication Support Services
for U.S. EPA Office of Transportation and Air Quality (OTAQ)
National Vehicle and Fuel Emissions Laboratory (NVFEL)
Ann Arbor, MI**

Option Period 3

01/01/2015 – 12/31/2015

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base IT support services as described in Attachment A, \$ _____ Performance Work Statement <u>excluding</u> PBX and Octel (section 6a1), Telephone Support (Section 6a2) and VoIP Telephone support (section 6a3)		\$ _____ Firm-Fixed-Price

Optional Requirement(s):

Item Description	Monthly Price	Period Price
Option 1 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a1 for PBX and Octel support		\$ _____ Firm-Fixed-Price
Option 2 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a2 for Telephone support		\$ _____ Firm-Fixed-Price
Option 3 IT support services as described in Attachment A, \$ _____ Performance Work Statement section 6a3 for VoIP Telephone support		\$ _____ Firm-Fixed-Price
Total, Base and Optional Requirements:		\$ _____ Firm-Fixed-Price

PRICE SHEET

**Information Technology (IT) and Telecommunication Support Services
for U.S. EPA Office of Transportation and Air Quality (OTAQ)
National Vehicle and Fuel Emissions Laboratory (NVFEL)
Ann Arbor, MI**

Option Period 4
01/01/2016 – 12/31/2016

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement <u>excluding</u>		Firm-Fixed-Price
PBX and Octel (section 6a1),		
Telephone Support (Section 6a2) and		
VoIP Telephone support (section 6a3)		

Optional Requirement(s):

Item Description	Monthly Price	Period Price
Option 1		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement section 6a1		Firm-Fixed-Price
for PBX and Octel support		
Option 2		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement section 6a2		Firm-Fixed-Price
for Telephone support		
Option 3		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement section 6a3		Firm-Fixed-Price
for VoIP Telephone support		
Total, Base and Optional Requirements:		\$ _____
Firm-Fixed-Price		

PRICE SHEET

**Information Technology (IT) and Telecommunications Support Services
for U.S. EPA Office of Transportation and Air Quality (OTAQ)
National Vehicle and Fuel Emissions Laboratory (NVFEL)
Ann Arbor, MI**

Aggregate Price – All Options, All Periods**1. Base Requirement (excluding PBX, Octel, Telephone and VoIP Support, which are covered by the options under #2 below):**

Base Period Total	\$ _____
Option Period 1 Total	\$ _____
Option Period 2 Total	\$ _____
Option Period 3 Total	\$ _____
Option Period 4 Total	\$ _____

Sub-Total for Base Requirement, All Years: \$ _____

2. Optional Requirements:**For PBX and Octel support (section 6a1)**

Base Period Total	\$ _____
Option Period 1 Total	\$ _____
Option Period 2 Total	\$ _____
Option Period 3 Total	\$ _____
Option Period 4 Total	\$ _____

**Sub-Total for Optional Requirement for
PBX and Octel Support, All Years:** \$ _____

For Telephone support (section 6a2)

Base Period Total	\$ _____
Option Period 1 Total	\$ _____
Option Period 2 Total	\$ _____
Option Period 3 Total	\$ _____
Option Period 4 Total	\$ _____

**Sub-Total for Optional Requirement for
Telephone Support, All Years:** \$ _____

(Continued on Next Page)

For VoIP Telephone support (section 6a3)

Base Period Total	\$ _____
Option Period 1 Total	\$ _____
Option Period 2 Total	\$ _____
Option Period 3 Total	\$ _____
Option Period 4 Total	\$ _____

**Sub-Total for Optional Requirement for
VoIP Telephone Support, All Years:** \$ _____

Aggregate Price, Base and Optional Requirements, All Years: \$ _____

Attachment E: Applicable Clauses

Table of Contents:

1. PERIOD OF PERFORMANCE	1
2. OPTION TO EXTEND THE TERM OF THE TASK ORDER.....	1
3. CONSIDERATION AND PAYMENT.....	2
4. OPTION FOR ADDITIONAL SERVICES.....	4
5. OPTION TO EXTEND SERVICES (FAR 52.217-8) (NOV 1999).....	5
6. FAR 52.212-4 -- CONTRACT TERMS AND CONDITIONS -- COMMERCIAL ITEMS (JUNE 2010) (INCORPORATED BY REFERENCE)	6
9. DISPLAY OF EPA OFFICE OF INSPECTOR GENERAL HOTLINE POSTER (EPAAR 1552.203-71) (AUG 2000)	6
10. 1552.211-72 MONTHLY PROGRESS REPORT (JUN 1996).....	7
11. CONTRACTOR PERFORMANCE EVALUATIONS (EPAAR 1552.209-76)(OCT 2002)	9
12. ORGANIZATIONAL CONFLICTS OF INTEREST (EPAAR 1552.209-71) (MAY 1994) ALTERNATE I (MAY 1994)	11
13. COMPLIANCE WITH EPA POLICIES FOR INFORMATION RESOURCESMANAGEMENT (EPAAR 1552.211-79) (OCT 2000)...	12
14. GOVERNMENT - CONTRACTOR RELATIONS (EPAAR 1552.237-76) (JUN 1999).....	13
15. PROJECT EMPLOYEE CONFIDENTIALITY AGREEMENT (EPAAR 1552.227-76) (MAY 1994)	15
16. TREATMENT OF CONFIDENTIAL BUSINESS INFORMATION (EPAAR 1552.235-71) (APR 1984)	15
17. RELEASE OF CONTRACTOR CONFIDENTIAL BUSINESS INFORMATION (EPAAR 1552.235-79) (APR 1996)	16
18. KEY PERSONNEL (EPAAR 1552.237.72) (APR 1984)	18
19. PROJECT MANAGER	18
20. NOTICE REGARDING PROHIBITED CONTRACTOR ACTIVITIES ON ENVIRONMENTAL PROTECTION AGENCY (EPA) CONTRACTS (EP 52.000-000) (NOV 1994)	18
21. PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (FAR 52.204-9) (JAN 2011)	19
22. AGENCY PERSONAL IDENTITY VERIFICATION PROCEDURES FOR CONTRACTOR PERSONNEL (OCT 2006).....	20
23. CLEARANCE REQUIREMENTS FOR PROSPECTIVE ON-SITE CONTRACTOR PERSONNEL	24
24. ID PASSES.....	26
25. INSURANCE - WORK ON A GOVERNMENT INSTALLATION (FAR 52.228-5) (JAN 1997)	26
26. INSURANCE - WORK ON A GOVERNMENT INSTALLATION (LRT-28-15) (DEC 2001).....	27
27. GOVERNMENT-FURNISHED FACILITIES, UTILITIES, SERVICES, SUPPLIES, AND SOFTWARE	27
28. PRINTING (EPAAR 1552.208-70) (DEC 2005)	28
29. INVOICES.....	29
30. EMPLOYMENT ELIGIBILITY VERIFICATION (FAR 52.222-54) (JAN 2009)	30
31. SCREENING BUSINESS INFORMATION FOR CLAIMS OF CONFIDENTIALITY (EPAAR 1552.235-70) (APR 1984)	33
32. ACCESS TO CONFIDENTIAL BUSINESS INFORMATION (EPAAR 1552.235-80) (OCT 2000).....	34

In addition to the clauses included in the Contractor's GSA schedule contract, the following clauses shall apply to this task order:

1. PERIOD OF PERFORMANCE

The period of performance of this task order shall be from January 1, 2012, through December 31, 2012, inclusive of all required reports.

2. OPTION TO EXTEND THE TERM OF THE TASK ORDER

The Government has the option to extend the term of this task order for up to Four (4) additional one-year periods. If more than 30 days remain in the task order period of performance, the Government, without prior written notification, may exercise this option by issuing a task order modification. To exercise this option within the last 30-days of the period of performance, the Government must provide to the Contractor written notification prior to that last 30-day period. This preliminary notification does

not commit the Government to exercising the option. Use of an option will result in the following task order modifications:

(a) The "Period of Performance" clause will be amended as follows to cover the Base and Option Periods:

<u>Period</u>	<u>Start Date</u>	<u>End Date</u>
Option Period 1	01/01/2013	12/31/2013
Option Period 2	01/01/2014	12/31/2014
Option Period 3	01/01/2015	12/31/2015
Option Period 4	01/01/2016	12/31/2016

(b) During each option period, the Contractor shall provide the services described in Attachment A, Performance Work Statement.

(c) The prices identified in the "Consideration and Payment" clause will apply to the respective option periods.

3. CONSIDERATION AND PAYMENT

(a) Payment for Line Item 1 shall be made monthly in arrears for services performed during the preceding month at the applicable fixed-price monthly amount specified in paragraph (c) below. If, as a result of contract award, services commence on a date other than the first of the month, the amount due for the first monthly payment shall be determined by dividing the fixed-price monthly rate by 30 and multiplying that figure by the number of days remaining in the monthly period. The monthly payment for Line Item 1 shall include all costs and related profit for providing services as specified in the Performance Work Statement, such as regular wages and fringe benefits, labor overhead, and any other associated indirect costs consistent with the Contractor's GSA schedule contract, its usual accounting practices, and Subpart 31.2 of the Federal Acquisition Regulation.

(b) The applicable amounts for Line Item 1 are as follows:

Base Period
01/01/2012 – 12/31/2012

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base		
IT support services as described in Attachment A,	\$ _____	\$ _____
Performance Work Statement <i>excluding</i>	Firm-Fixed-Price	Firm-Fixed-Price
PBX and Octel Support (section 6a1),		
Telephone Support (Section 6a2), and		
VoIP Telephone support (section 6a3)		

Option Period 1
01/01/2013 – 12/31/2013

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base		
IT support services as described in Attachment A,	\$ _____	\$ _____
Performance Work Statement <i>excluding</i>	Firm-Fixed-Price	Firm-Fixed-Price
PBX and Octel Support (section 6a1),		
Telephone Support (Section 6a2), and		
VoIP Telephone support (section 6a3)		

Option Period 2
01/01/2014 – 12/31/2014

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base		
IT support services as described in Attachment A,	\$ _____	\$ _____
Performance Work Statement <i>excluding</i>	Firm-Fixed-Price	Firm-Fixed-Price
PBX and Octel Support (section 6a1),		
Telephone Support (Section 6a2), and		
VoIP Telephone support (section 6a3)		

Option Period 3
01/01/2015 – 12/31/2015

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base		
IT support services as described in Attachment A,	\$ _____	\$ _____
Performance Work Statement <i>excluding</i>	Firm-Fixed-Price	Firm-Fixed-Price
PBX and Octel Support (section 6a1),		
Telephone Support (Section 6a2), and		
VoIP Telephone support (section 6a3)		

Option Period 4
01/01/2016 – 12/31/2016

Base Requirement(s):

Item Description	Monthly Price	Period Price
Base		
IT support services as described in Attachment A, \$ _____		\$ _____
Performance Work Statement <i>excluding</i> PBX and Octel Support (section 6a1), Telephone Support (Section 6a2), and VoIP Telephone support (section 6a3)	Firm-Fixed-Price	Firm-Fixed-Price

4. OPTION FOR ADDITIONAL SERVICES

(a) During each of the 5 task order periods (Base Period and Option Periods 1 through 4), the Government has the option of adding the following services to the task order at the stated firm-fixed-price amounts:

Option Descriptions

- IT support services as described in Attachment A, Performance Work Statement section 6a1 for PBX and Octel support.
- IT support services as described in Attachment A, Performance Work Statement section 6a2 for Telephone support.
- IT support services as described in Attachment A, Performance Work Statement section 6a3 for VoIP Telephone support.

(b) The Contracting Officer shall issue written task order modifications to exercise the above options. Exercise of options shall result in the following modifications to the "Payment and Consideration" clause:

- For PBX and Octel support, the "Description" of Line Item 1 shall be changed to read:

"IT support services as described in Attachment A, Performance Work Statement, including section 6a1 for optional PBX and Octel support."
- The fixed-price amounts for Line Item 1 shall be *increased* by the following amounts:

	<u>Monthly Price</u>	<u>Yearly Price</u>
Base Period	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 1	\$ <u>TBD</u>	\$ <u>TBD</u>

Option Period 2	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 3	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 4	\$ <u>TBD</u>	\$ <u>TBD</u>

- For Telephone support, the "Description" of Line Item 1 shall be changed to read:

"IT support services as described in Attachment A, Performance Work Statement, including section 6a2 for optional Telephone support."

- The fixed-price amounts for Line Item 1 shall be *increased* by the following amounts:

	<u>Monthly Price</u>	<u>Yearly Price</u>
Base Period	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 1	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 2	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 3	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 4	\$ <u>TBD</u>	\$ <u>TBD</u>

- For VOIP Telephone support, the "Description" of Line Item 1 shall be changed to read:

"IT support services as described in Attachment A, Performance Work Statement, including section 6a3 for optional VoIP Telephone support."

- The fixed-price amounts for Line Item 1 shall be *increased* by the following amounts:

	<u>Monthly Price</u>	<u>Yearly Price</u>
Base Period	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 1	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 2	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 3	\$ <u>TBD</u>	\$ <u>TBD</u>
Option Period 4	\$ <u>TBD</u>	\$ <u>TBD</u>

(c) If any of the above options are exercised after the commencement of the applicable period of performance, the performance of the optional services shall start on the first day of the month immediately following the option exercise date, and the monthly and yearly price increases shall be reduced on a pro rata basis to reflect the total number of complete months remaining in the current period of performance.

5. OPTION TO EXTEND SERVICES (FAR 52.217-8) (NOV 1999)

The Government may require continued performance of any services within the limits and at the monthly rates specified in the task order. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may

exercise the option by written notice to the Contractor not later than 30 calendar days prior to the expiration of the task order period of performance.

**6. FAR 52.212-4 -- CONTRACT TERMS AND CONDITIONS -- COMMERCIAL ITEMS
(JUNE 2010) (INCORPORATED BY REFERENCE)**

7. TASK ORDER PROJECT OFFICER

(a) Each task order shall identify an EPA Task Order Project Officer (TOPO) and an Alternate TOPO. The TOPO, or in his/her absence, the Alternate TOPO, will be the Contracting Officer's representative for purposes of providing technical direction on task order performance.

(b) Technical direction includes:

(1) Direction to the contractor which assists the contractor in accomplishing the Statement of Work.

(2) Comments on and approval of reports or other deliverables.

(c) Technical direction must be within the Performance Work Statement of the task order. The TOPO and Alternate TOPO do not have the authority to issue technical direction which (1) institutes additional work outside the scope of the task order; (2) constitutes a change as defined in the "Changes" clause; (3) causes an increase or decrease in the price of the task order (4) alters the period of performance of the task order; or (5) changes any of the other express terms or conditions of the task order.

(d) Technical direction will be issued in writing or confirmed in writing within five (5) calendar days after verbal issuance. One copy of the technical direction memorandum will be forwarded to the Contracting Officer.

8. GOVERNMENT TASK ORDER ADMINISTRATION REPRESENTATIVES

Task Order Project Officer and Alternate Task Order Project Officer:
[to be determined]

Contract Specialist responsible for administering this task order:
[to be determined]

Administrative Contracting Officer:
[to be determined]

**9. DISPLAY OF EPA OFFICE OF INSPECTOR GENERAL HOTLINE POSTER (EPAAR
1552.203-71) (AUG 2000)**

(a) For EPA contracts valued at \$1,000,000 or more including all contract options, the contractor shall prominently display EPA Office of Inspector General Hotline posters in contractor facilities where the work is performed under the contract.

(b) Office of Inspector General hotline posters may be obtained from the EPA Office of Inspector General, ATTN: OIG Hotline (2443), 1200 Pennsylvania Avenue, NW, Washington, DC 20460, or by calling (202) 260-5113.

(c) The Contractor need not comply with paragraph (a) of this clause if it has established a mechanism, such as a hotline, by which employees may report suspected instances of improper conduct, and provided instructions that encourage employees to make such reports.

10. 1552.211-72 MONTHLY PROGRESS REPORT (JUN 1996)

(a) The Contractor shall furnish two (2) copies of the combined monthly technical and financial progress report stating the progress made, including the percentage of the project completed, and a description of the work accomplished to support the cost. If the work is ordered using work assignments or delivery orders, include the estimated percentage of task completed during the reporting period for each work assignment or delivery order.

(b) Specific discussions shall include difficulties encountered and remedial action taken during the reporting period, and anticipated activity with a schedule of deliverables for the subsequent reporting period.

(c) The Contractor shall provide a list of outstanding actions awaiting Contracting Officer authorization, noted with the corresponding work assignment, such as subcontractor/consultant consents, overtime approvals, and work plan approvals.

(d) The report shall specify financial status at the contract level as follows:

(1) For the current reporting period, display the amount claimed.

(2) For the cumulative period and the cumulative contract life display: the amount obligated, amount originally invoiced, amount paid, amount suspended, amount disallowed, and remaining approved amount. The remaining approved amount is defined as the total obligated amount, less the total amount originally invoiced, plus total amount disallowed.

(3) Labor hours.

(i) A list of employees, their labor categories, and the numbers of hours worked for the reporting period.

(ii) For the current reporting period, display the expended direct labor hours and costs broken out by EPA contract labor hour category for the prime contractor and each subcontractor and consultant.

(iii) For the cumulative contract period and the cumulative contract life display: the negotiated, expended and remaining direct labor hours and costs broken out by EPA contract labor hour category for the prime contractor, and each subcontractor and consultant.

(iv) Display the estimated direct labor hours and costs to be expended during the next reporting period.

(4) Display the current dollar ceilings in the contract, net amount invoiced, and remaining amounts for the following categories: Direct labor hours, total estimated cost, award fee pool (if applicable), subcontracts by individual subcontractor, travel, program management, and Other Direct Costs (ODCs).

(5) Unbilled allowable costs. Display the total costs incurred but unbilled for the current reporting period and cumulative for the contract.

(6) Average cost of direct labor. Compare the actual average cost per hour to date with the average cost per hour of the approved work plans for the current contract period.

(e) The report shall specify financial status at the work assignment or delivery order level as follows:

(1) For the current period, display the amount claimed.

(2) For the cumulative period display: amount shown on workplan, or latest work assignment/delivery order amendment amount (whichever is later); amount currently claimed; amount paid; amount suspended; amount disallowed; and remaining approved amount. The remaining approved amount is defined as: the workplan amount or latest work assignment or delivery order amount (whichever is later), less total amounts originally invoiced, plus total amount disallowed.

(3) Labor hours.

(i) A list of employees, their labor categories, and the number of hours worked for the reporting period.

(ii) For the current reporting period, display the expended direct labor hours and costs broken out by EPA contract labor hour category for the prime contractor and each subcontractor and consultant.

(iii) For the current reporting period, cumulative contract period, and the cumulative contract life display: the negotiated, expended and remaining direct labor hours and costs broken out by EPA contract labor hour category for the prime contractor and each subcontractor and consultant.

(iv) Display the estimated direct labor hours and costs to be expended during the next reporting period.

- (v) Display the estimates of remaining direct labor hours and costs required to complete the work assignment or delivery order.
- (4) Unbilled allowable costs. Display the total costs incurred but unbilled for the current reporting period and cumulative for the work assignment.
- (5) Average cost of direct labor. Display the actual average cost per hour with the cost per hour estimated in the workplan.
- (6) A list of deliverables for each work assignment or delivery order during the reporting period.
- (f) This submission does not change the notification requirements of the "Limitation of Cost" or "Limitation of Funds" clauses requiring separate written notice to the Contracting Officer.
- (g) The reports shall be submitted to the following addresses on or before the ____ of each month following the first complete reporting period of the contract. See EPAAR 1552.232-70, Submission of Invoices, paragraph (e), for details on the timing of submittals. Distribute reports as follows:

No. of copies Addressee

- 1 Project Officer.
- 1 Contracting Officer.

11. CONTRACTOR PERFORMANCE EVALUATIONS (EPAAR 1552.209-76)(OCT 2002)

The contracting officer shall complete a Contractor Performance Report (Report) within ninety (90) business days after the end of each 12 months of contract performance (interim Report) or after the last 12 months (or less) of contract performance (final Report) in accordance with EPAAR 1509.170-5. The contractor shall be evaluated based on the following ratings: 0 = Unsatisfactory, 1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent, 5 = Outstanding, N/A = Not Applicable.

The contractor may be evaluated based on the following performance categories: Quality, Cost Control, Timeliness of Performance, Business Relations, Compliance with Labor Standards, Compliance with Safety Standards, and Meeting Small Disadvantaged Business Subcontracting Requirements.

(a) The contracting officer shall initiate the process for completing interim Reports within five (5) business days after the end of each 12 months of contract performance by requesting the project officer to evaluate contractor performance for the interim Report. In addition, the contracting officer shall initiate the process for completing final Reports within five (5) business days after the last 12 months (or less) of contract performance by requesting the project officer to evaluate contractor performance for the final Report. The final Report shall cover the last 12 months (or less) of contract performance. Within thirty (30) business days after the project officer receives a request from the contracting officer to complete an evaluation, the project officer shall:

- (1) Complete a description of the contract requirements;

(2) Evaluate contractor performance and assign a rating for quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories (including a narrative for each rating);

(3) Provide any information regarding subcontracts, key personnel, and customer satisfaction;

(4) Assign a recommended rating for the business relations performance category (including a narrative for the rating); and

(5) Provide additional information appropriate for the evaluation or future evaluations.

(b) The contracting officer shall:

(1) Ensure the accuracy of the project officer's evaluation by verifying that the information in the contract file corresponds with the designated project officer's ratings;

(2) Assign a rating for the business relations and meeting small disadvantaged business subcontracting requirements performance categories (including a narrative for each rating).

(3) Concur with or revise the project officer's ratings after consultation with the project officer;

(4) Provide any additional information concerning the quality, cost control, timeliness of performance, compliance with labor standards, and compliance with safety standards performance categories if deemed appropriate for the evaluation or future evaluations (if any), and provide any information regarding subcontracts, key personnel, and customer satisfaction; and

(5) Forward the Report to the contractor within ten (10) business days after the contracting officer receives the project officer's evaluation.

(c) The contractor shall be granted thirty (30) business days from the date of the contractor's receipt of the Report to review and provide a response to the contracting officer regarding the contents of the Report. The contractor shall:

(1) Review the Report;

(2) Provide a response (if any) to the contracting officer on company letter head or electronically;

(3) Complete contractor representation information; and

(4) Forward the Report to the contracting officer within the designated thirty (30) business days.

(d) The contractor's response to the Report may include written comments, rebuttals (disagreements), or additional information. If the contractor does not respond to the Report within the designated thirty (30) business days, the specified ratings in the Report are deemed appropriate for the evaluation period. In

this instance, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after expiration of the specified 30 business days.

(e) If the contractor submits comments, rebuttals (disagreements), or additional information to the contracting officer which contests the ratings, the contracting officer, in consultation with the project officer, shall initially try to resolve the disagreement(s) with the contractor.

(f) If the disagreement(s) is (are) not resolved between the contractor and the contracting officer, the contracting officer shall provide a written recommendation to one level above the contracting officer for resolution as promptly as possible, but no later than five (5) business days after the contracting officer is made aware that the disagreement(s) has (have) not been resolved with the contractor. The individual who is one level above the contracting officer shall:

(1) Review the contracting officer's written recommendation; and

(2) Provide a written determination to the contracting officer for summary ratings (ultimate conclusion for ratings pertaining to the performance period being evaluated) within five (5) business days after the individual one level above the contracting officer receives the contracting officer's written recommendation.

(g) If the disagreement is resolved, the contracting officer shall complete the Agency review and sign the Report within three (3) business days after consultation.

(h) The contracting officer shall complete the Agency review and sign the Report within three (3) business days after the contracting officer receives a written determination for summary ratings from one level above the contracting officer.

(i) An interim or final Report is considered completed after the contracting officer signs the Report. The contracting officer must provide a copy of completed Reports (interim and final) to the contractor within two (2) business days after completion.

12. ORGANIZATIONAL CONFLICTS OF INTEREST (EPAAR 1552.209-71) (MAY 1994) ALTERNATE I (MAY 1994)

(a) The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as defined in FAR subpart 9.5, or that the Contractor has disclosed all such relevant information.

(b) Prior to commencement of any work, the Contractor agrees to notify the Contracting Officer immediately that, to the best of its knowledge and belief, no actual or potential conflict of interest exists or to identify to the Contracting Officer any actual or potential conflict of interest the firm may have. In emergency situations, however, work may begin but notification shall be made within five (5) working days.

(c) The Contractor agrees that if an actual or potential organizational conflict of interest is identified during performance, the Contractor will immediately make a full disclosure in writing to the Contracting

Officer. This disclosure shall include a description of actions which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict of interest. The Contractor shall continue performance until notified by the Contracting Officer of any contrary action to be taken.

(d) Remedies—The EPA may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose it or misrepresented relevant information to the Contracting officer, the Government may terminate the contract for default, debar the Contractor from Government contracting, or pursue such other remedies as may be permitted by law or this contract.

(e) The Contractor agrees to insert in each subcontract or consultant agreement placed hereunder provisions which shall conform substantially to the language of this clause, including this paragraph, unless otherwise authorized by the Contracting Officer.

13. COMPLIANCE WITH EPA POLICIES FOR INFORMATION RESOURCESMANAGEMENT (EPAAR 1552.211-79) (OCT 2000)

(a) Definition. Information Resources Management (IRM) is defined as any planning, budgeting, organizing, directing, training, promoting, controlling, and managing activities associated with the burden, collection, creation, use and dissemination of information. IRM includes both information itself, and the management of information and related resources such as personnel, equipment, funds, and technology. Examples of these services include but are not limited to the following:

- (1) The acquisition, creation, or modification of a computer program or automated data base for delivery to EPA or use by EPA or contractors operating EPA programs.
- (2) The analysis of requirements for, study of the feasibility of, evaluation of alternatives for, or design and development of a computer program or automated data base for use by EPA or contractors operating EPA programs.
- (3) Services that provide EPA personnel access to or use of computer or word processing equipment, software, or related services.
- (4) Services that provide EPA personnel access to or use of: Data communications; electronic messaging services or capabilities; electronic bulletin boards, or other forms of electronic information dissemination; electronic record-keeping; or any other automated information services.

(b) General. The Contractor shall perform any IRM related work under this contract in accordance with the IRM policies, standards and procedures set forth in this clause and noted below. Upon receipt of a work request (i.e. delivery order or work assignment), the Contractor shall check this listing of directives (see paragraph (d) for electronic access). The applicable directives for performance of the work request are those in effect on the date of issuance of the work request.

- (1) IRM Policies, Standards and Procedures. The 2100 Series (2100-2199) of the Agency's Directive System contains the majority of the Agency's IRM policies, standards and procedures.
- (2) Groundwater Program IRM Requirement. A contractor performing any work related to collecting Groundwater data; or developing or enhancing data bases containing Groundwater

quality data shall comply with EPA Order 7500.1A-Minimum Set of Data Elements for Groundwater.

(3) EPA Computing and Telecommunications Services. The Enterprise Technology Services Division (ETSD) Operational Directives Manual contains procedural information about the operation of the Agency's computing and telecommunications services. Contractors performing work for the Agency's National Computer Center or those who are developing systems which will be operating on the Agency's national platforms must comply with procedures established in the Manual. (This document may be found at: <http://basin.rtpnc.epa.gov/etsd/directives.nsf>).

(c) Printed Documents. Documents listed in (b)(1) and (b)(2) may be obtained from: U.S. Environmental Protection Agency Office of Administration Facilities Management and Services Division Distribution Section Mail Code: 3204 1200 Pennsylvania Ave., NW., Washington, DC 20460 Phone: (202) 260-5797

(d) Electronic access. A complete listing, including full text, of documents included in the 2100 Series of the Agency's Directive System is maintained on the EPA Public Access Server on the Internet at <http://epa.gov/docs/irmpoli8/>.

14. GOVERNMENT - CONTRACTOR RELATIONS (EPAAR 1552.237-76) (JUN 1999)

(a) The Government and the Contractor understand and agree that the services to be delivered under this contract by the contractor to the Government are non-personal services and the parties recognize and agree that no employer-employee relation-ship exists or will exist under the contract between the Government and the Contractor's personnel. It is, therefore, in the best interest of the Government to afford both parties a full understanding of their respective obligations.

(b) Contractor personnel under this contract shall not:

(1) Be placed in a position where they are under the supervision, direction, or evaluation of a Government employee.

(2) Be placed in a position of command, supervision, administration or control over Government personnel, or over personnel of other Contractors under other EPA contracts, or become a part of the Government organization.

(3) Be used in administration or supervision of Government procurement activities.

(c) Employee Relationship:

(1) The services to be performed under this contract do not require the Contractor or his/her personnel to exercise personal judgment and discretion on behalf of the Government. Rather the Contractor's personnel will act and exercise personal judgment and discretion on behalf of the Contractor.

(2) Rules, regulations, directives, and requirements that are issued by the U.S. Environmental Protection Agency under its responsibility for good order, administration, and security are applicable to all personnel who enter the Government installation or who travel on Government transportation. This

is not to be construed or interpreted to establish any degree of Government control that is inconsistent with a non-personal services contract.

(d) Inapplicability of Employee Benefits: This contract does not create an employer-employee relationship. Accordingly, entitlements and benefits applicable to such relationships do not apply.

(1) Payments by the Government under this contract are not subject to Federal income tax withholdings.

(2) Payments by the Government under this contract are not subject to the Federal Insurance Contributions Act.

(3) The Contractor is not entitled to unemployment compensation benefits under the Social Security Act, as amended, by virtue of performance of this contract.

(4) The Contractor is not entitled to workman's compensation benefits by virtue of this contract.

(5) The entire consideration and benefits to the Contractor for performance of this contract is contained in the provisions for payment under this contract.

(e) Notice. It is the Contractor's, as well as, the Government's responsibility to monitor contract activities and notify the Contracting Officer if the Contractor believes that the intent of this clause has been or may be violated.

(1) The Contractor should notify the Contracting Officer in writing promptly, within 7 calendar days from the date of any incident that the Contractor considers to constitute a violation of this clause. The notice should include the date, nature and circumstance of the conduct, the name, function and activity of each Government employee or Contractor official or employee involved or knowledgeable about such conduct, identify any documents or substance of any oral communication involved in the conduct, and the estimate in time by which the Government must respond to this notice to minimize cost, delay or disruption of performance.

(2) The Contracting Officer will promptly, within 15 calendar days after receipt of notice, respond to the notice in writing. In responding, the Contracting Officer will either:

(i) confirm that the conduct is in violation and when necessary direct the mode of further performance,

(ii) countermand any communication regarded as a violation,

(iii) deny that the conduct constitutes a violation and when necessary direct the mode of further performance; or

(iv) in the event the notice is inadequate to make a decision, advise the Contractor what additional information is required, and establish the date by which it should be furnished by the Contractor and the date thereafter by which the Government will respond.

15. PROJECT EMPLOYEE CONFIDENTIALITY AGREEMENT (EPAAR 1552.227-76) (MAY 1994)

(a) The Contractor recognizes that Contractor employees in performing this contract may have access to data, either provided by the Government or first generated during contract performance, of a sensitive nature which should not be released to the public without Environmental Protection Agency (EPA) approval. Therefore, the Contractor agrees to obtain confidentiality agreements from all of its employees working on requirements under this contract.

(b) Such agreements shall contain provisions which stipulate that each employee agrees that the employee will not disclose, either in whole or in part, to any entity external to EPA, the Department of Justice, or the Contractor, any information or data (as defined in FAR Section 27.401) provided by the Government or first generated by the Contractor under this contract, any site-specific cost information, or any enforcement strategy without first obtaining the written permission of the EPA Contracting Officer. If a contractor, through an employee or otherwise, is subpoenaed to testify or produce documents, which could result in such disclosure, the Contractor must provide immediate advance notification to the EPA so that the EPA can authorize such disclosure or have the opportunity to take action to prevent such disclosure. Such agreements shall be effective for the life of the contract and for a period of five (5) years after completion of the contract.

(c) The EPA may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to prevent the unauthorized disclosure of information to outside entities. If such a disclosure occurs without the written permission of the EPA Contracting Officer, the Government may terminate the contract, for default or convenience, or pursue other remedies as may be permitted by law or this contract.

(d) The Contractor further agrees to insert in any subcontract or consultant agreement placed hereunder, except for subcontracts or consultant agreements for well drilling, fence erecting, plumbing, utility hookups, security guard services, or electrical services, provisions which shall conform substantially to the language of this clause, including this paragraph, unless otherwise authorized by the Contracting Officer.

16. TREATMENT OF CONFIDENTIAL BUSINESS INFORMATION (EPAAR 1552.235-71) (APR 1984)

(a) The Contracting Officer, after a written determination by the appropriate program office, may disclose confidential business information to the Contractor necessary to carry out the work required under this contract. The Contractor agrees to use the confidential information only under the following conditions:

(1) The Contractor and Contractor's Employees shall: (i) use the confidential information only for the purposes of carrying out the work required by the contract; (ii) not disclose the information to anyone other than EPA employees without the prior written approval of the Assistant General Counsel for Contracts and Information Law; and (iii) return to the Contracting Officer all copies of the information, and any abstracts or excerpts therefrom, upon request by

the Contracting Officer, whenever the information is no longer required by the Contractor for the performance of the work required by the contract, or upon completion of the contract.

(2) The Contractor shall obtain a written agreement to honor the above limitations from each of the Contractor's employees who will have access to the information before the employee is allowed access.

(3) The Contractor agrees that these contract conditions concerning the use and disclosure of confidential information are included for the benefit of, and shall be enforceable by, both EPA and any affected business having a proprietary interest in the information.

(4) The Contractor shall not use any confidential information supplied by EPA or obtained during performance hereunder to compete with any business to which the confidential information relates.

(b) The Contractor agrees to obtain the written consent of the Contracting Officer, after a written determination by the appropriate program office, prior to entering into any subcontract that will involve the disclosure of confidential business information by the Contractor to the subcontractor. The Contractor agrees to include this clause, including this paragraph (b), in all subcontracts awarded, pursuant to this contract, that require the furnishing of confidential business information to the subcontractor.

17. RELEASE OF CONTRACTOR CONFIDENTIAL BUSINESS INFORMATION (EPAAR 1552.235-79) (APR 1996)

(a) The Environmental Protection Agency (EPA) may find it necessary to release information submitted by the Contractor either in response to this solicitation or pursuant to the provisions of this contract, to individuals not employed by EPA. Business information that is ordinarily entitled to confidential treatment under existing Agency regulations (40 C.F.R. Part 2) may be included in the information released to these individuals. Accordingly, by submission of this proposal or signature on this contract or other contracts, the Contractor hereby consents to a limited release of its confidential business information (CBI).

(b) Possible circumstances where the Agency may release the Contractor's CBI include, but are not limited to the following:

(1) To other Agency contractors tasked with assisting the Agency in the recovery of Federal funds expended pursuant to the Comprehensive Environmental Response, Compensation, and Liability Act, 42 U.S.C. Sec. 9607, as amended, (CERCLA or Superfund);

(2) To the U.S. Department of Justice (DOJ) and contractors employed by DOJ for use in advising the Agency and representing the Agency in procedures for the recovery of Superfund expenditures;

(3) To parties liable, or potentially liable, for costs under CERCLA Sec. 107 (42 U.S.C. Sec. 9607), et al, and their insurers (Potentially Responsible Parties) for purposes of facilitating settlement or litigation of claims against such parties;

(4) To other Agency contractors who, for purposes of performing the work required under the respective contracts, require access to information the Agency obtained under the Clean Air Act (42 U.S.C. 7401 et seq.); the Federal Water Pollution Control Act (33 U.S.C. 1251 et seq.); the Safe Drinking Water Act (42 U.S.C. 300f et seq.); the Federal Insecticide, Fungicide and Rodenticide Act (7 U.S.C. 136 et seq.); the Resource Conservation and Recovery Act (42 U.S.C. 6901 et seq.); the Toxic Substances Control Act (15 U.S.C. 2601 et seq.); or the Comprehensive Environmental Response, Compensation, and Liability Act (42 U.S.C. 9601 et seq.);

(5) To other Agency contractors tasked with assisting the Agency in handling and processing information and documents in the administration of Agency contracts, such as providing both preaward and post award audit support and specialized technical support to the Agency's technical evaluation panels;

(6) To employees of grantees working at EPA under the Senior Environmental Employment (SEE) Program;

(7) To Speaker of the House, President of the Senate, or Chairman of a Committee or Subcommittee;

(8) To entities such as the General Accounting Office, boards of contract appeals, and the Courts in the resolution of solicitation or contract protests and disputes;

(9) To Agency contractor employees engaged in information systems analysis, development, operation, and maintenance, including performing data processing and management functions for the Agency; and

(10) Pursuant to a court order or court-supervised agreement.

(c) The Agency recognizes an obligation to protect the contractor from competitive harm that may result from the release of such information to a competitor. (See also the clauses in this document entitled "Screening Business Information for Claims of Confidentiality" and "Treatment of Confidential Business Information.") Except where otherwise provided by law, the Agency will permit the release of CBI under subparagraphs (1), (3), (4), (5), (6), or (9) only pursuant to a confidentiality agreement.

(d) With respect to contractors, 1552.235-71 will be used as the confidentiality agreement. With respect to Potentially Responsible Parties, such confidentiality agreements may permit further disclosure to other entities where necessary to further settlement or litigation of claims under CERCLA. Such entities include, but are not limited to accounting firms and technical experts able to analyze the information, provided that they also agree to be bound by an appropriate confidentiality agreement.

(e) This clause does not authorize the Agency to release the Contractor's CBI to the public pursuant to a request filed under the Freedom of Information Act.

(f) The Contractor agrees to include this clause, including this paragraph (f), in all subcontracts at all levels awarded pursuant to this contract that require the furnishing of confidential business information by the subcontractor.

18. KEY PERSONNEL (EPAAR 1552.237.72) (APR 1984)

(a) The Contractor shall assign to this task order the following key personnel:

[Project Manager – to be determined]

(b) During the first ninety (90) calendar days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-calendar day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 calendar days prior to making any permanent substitutions.

(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

19. PROJECT MANAGER

The Contractor's Project Manager shall provide services under this task order on full-time, on-site basis, i.e., Monday through Friday (excluding Federal holidays), 40 hours per week, at the EPA NVFEL facility. In the absence of the designated Project Manager, the Contractor shall assign the Project Manager's responsibilities to another on-site employee, and notify the EPA Project Officer accordingly.

20. NOTICE REGARDING PROHIBITED CONTRACTOR ACTIVITIES ON ENVIRONMENTAL PROTECTION AGENCY (EPA) CONTRACTS (EP 52.000-000) (NOV 1994)

The Contractor shall not perform any of the following activities on behalf of EPA in connection with performance of task orders under this BPA:

- a. The actual preparation of Congressional testimony.
- b. The interviewing or hiring of individuals for employment at EPA.
- c. Developing and/or writing of Position Descriptions and Performance Standards.

- d. The actual determination of Agency policy.
- e. Participating as a voting member on a Performance Evaluation Board; participating in and/or attending Award Fee meetings.
- f. Preparing Award Fee Letters, even under typing services contracts.
- g. The actual preparation of Award Fee Plans.
- h. The preparation of documents on EPA Letterhead other than routine administrative correspondence.
- i. Reviewing vouchers and invoices for the purposes of determining whether costs, hours, and work performed are reasonable.
- j. The preparation of Statements of Work, Work Assignments, Technical Direction Documents, Delivery Orders, or any other work issuance document under a contract that the contractor is performing or may perform. Such a work issuance document, prepared by an EPA prime contractor under an EPA prime contract for its subcontractor, is exempt from this prohibition.
- k. The actual preparation of responses to audit reports from the Inspector General, General Accounting Office, or other auditing entities.
- l. Preparing responses to Congressional correspondence.
- m. The actual preparation of responses to Freedom of Information Act requests, other than routine, non-judgmental correspondence.
- n. Any contract which authorizes a contractor to represent itself as EPA to outside parties.
- o. Conducting administrative hearings.
- p. Reviewing findings concerning the eligibility of EPA employees for security clearances.
- q. The actual preparation of an office's official budget request.

21. PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (FAR 52.204-9) (JAN 2011)

- (a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
- (b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return

such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government:

- (1) When no longer needed for contract performance.
- (2) Upon completion of the Contractor employee's employment.
- (3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

22. AGENCY PERSONAL IDENTITY VERIFICATION PROCEDURES FOR CONTRACTOR PERSONNEL (OCT 2006)

Background: Homeland Security Presidential Directive 12 (HSPD-12), signed on August 27, 2004, requires a Government-wide, common identification standard for all Federal and contractor employees requiring physical access to Federally controlled facilities and/or logical access to Federally controlled information systems. The goals of HSPD-12 are to enhance safety and security, increase Government efficiency, reduce identity fraud, and protect personal privacy.

HSPD-12 requires that the common identification be: (a) issued based on sound criteria for verifying an individual employee's identity; (b) strongly resistant to identity fraud, tampering, counterfeiting, and terrorist exploitation; (c) rapidly authenticated electronically; and (d) issued by providers whose reliability has been established by an official accreditation process.

HSPD-12 and its common identification standard require personal identity verification (PIV), background investigations, and suitability determinations for all affected contractor and subcontractor personnel. In accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel, contractors and subcontractors must comply with EPA's master plan for implementing HSPD-12.

a) Contractor Requirements for Personal Identity Verification of Contractor Personnel (including subcontractors)

Contractor Employees Requiring Access to EPA facilities or EPA Information Systems for at Least 24 Hours a Week for at Least 6 Months: All individual contractor employees whose work under the contract requires on-site access to an EPA controlled facility or logical access to an EPA information system for at least 24 hours a week for at least 6 months a year, will be required to undergo

a background investigation in order to receive an EPA Personnel Access and Security System (EPASS) badge.

To begin the PIV process, the contractor should submit to the Contracting Officer Representative (COR) within ten (10) days of contract award, or contract modification incorporating this clause, the following information in electronic format via secure means using the HSPD-12 Contractor Template found at <http://epa.gov/oam/>. The template was developed to assist in the transmission of the required contractor employee information in a uniform format. The template also contains drop down menus when entering data in various data cells. Specifically, the 8 data elements, Employee Type, Program Office, Work City and State, Birth State, Birth Country, Citizenship, Previous Investigation and Investigative Agency, contain drop down menus.

- Contract number;
- Contract expiration date;
- Name, address, and phone number of the Contractor Program Manager point of contact;
- Name, date of birth, place of birth (city, state, country), and Social Security Number for all contractor employees identified above. (NOTE: This information must be protected at all times, including during transmission, according to the requirements of the Privacy Act of 1974; see <http://www.epa.gov/privacy/>);
- Employee Type, Position, Email address, Program Office, Work City and State,
- An indication of which contractor employees are foreign nationals;
- Name of each contractor employee claiming to have a previous, favorably adjudicated Federal background investigation on record, and the name of the Federal Agency that required the investigation, and the completion date.

The contract-level COR will upload this information to the Office of Administrative Services Information System (OASIS) personnel security database.

After submission of the preliminary information, the contractor will be notified by the contract-level COR or PSB when to begin providing all information on Standard Form (SF) 85P, Questionnaire for Public Trust Positions, and submit the form electronically to PSB via the Office of Personnel Management's (OPM's) Electronic Questionnaires for Investigations Processing (e-QIP) system. Instructions for using e-QIP, filling out, and submitting the SF 85P on-line, can be found at <http://www.opm.gov/e-qip/reference.asp>. As part of the investigative and EPASS badging processes, contractor employees must be fingerprinted, photographed and provide two forms of identification, at a time and location specified by the COR. These fingerprints will be sent to the Federal Bureau of Investigation (FBI) for processing.

Contractor employees with a favorably adjudicated Federal background investigation at the National Agency Check and Inquiries (NACI) level or above, completed within the past 5 years and verified by EPA, do not require an additional investigation unless one is requested by the Contracting Officer (CO) or Contract-level Contracting Officer Representative (COR). These employees must still be fingerprinted at a time and location specified by the COR.

In order to prevent any interruption of contractor services pending the completion of the OPM background investigation, the Office of Administrative Services (OAS) Security Management Division (SMD) has procedures in place to issue temporary or provisional badges.

When reporting in person, as directed by the contract-level COR, contractor employees must provide two forms of original identity source documents from the lists on Form I-9, OMB No.1615-0047, Employment Eligibility Verification (available at <http://www.formi9.com/i-9.pdf>) .At least one document shall be a valid State or Federal Government-issued picture identification.

Contractor Employees Requiring EPA Access for Less than 24 Hours a Week for 6 Months: These contractor employees may be subject to the above requirements, and may have limited and controlled access to facilities and information systems.

Foreign National Contractor Employees: To be eligible to work on-site at an EPA controlled facility or to access EPA information systems, a foreign national contractor employee must have been admitted to the U.S. on an Immigrant Visa or a Non-Immigrant Work Authorization Visa. Foreign nationals requiring access to an EPA controlled facility or EPA information system for at least 24 hours a week for at least 6 months a year must meet the above requirements for an EPASS badge, and in addition:

- In the "Continuation Space" on the SF 85P, provide the visa number, issuance location, and issuance date for the visa used for entry to the U.S;
- When presenting two identification source documents, as described above, provide at least one from List A on Form I-9.

When determining a foreign national contractor employee's eligibility for an EPASS badge, EPA will consider the type of visa presented (immigrant vs. non-immigrant) and the reciprocity agreement between the U.S. and the individual's country of origin. These considerations are in addition to the "red flag" issues listed below.

Screening of the SF 85P: Information contained on the SF 85P may demonstrate that a contractor employee is not suitable to be given access to EPA facilities or information systems. PSB will screen information entered on the SF 85P prior to OPM initiating the background investigation. For individuals with admitted, derogatory information, issuance of an EPASS badge may be delayed pending further EPA review. Contractors are responsible for providing qualified personnel in accordance with requirements stated elsewhere in this contract. Contractors will only be notified by the COR if any contractor employee is found unsuitable to perform as a result of a background investigation, and must be immediately replaced by the contractor. The following are possible "red flags":

- Employment - Having been fired from a previous job, or having left under unfavorable circumstances within the past 7 years (Question 12 on the SF 85P);
- Selective Service - Failure to register with the Selective Service System; this applies to male applicants born after December 31, 1959 (Question 17 on the SF 85P);

- Police Records - Within the past 7 years, any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law (Question 20 on the SF 85P);
- Illegal Drugs - Illegal use within the previous year, or drug manufacture or other involvement for profit within the past 7 years (Question 21 on the SF 85P).

b) Returning Badges

The contractor is responsible for ensuring that all badges are returned to the COR at the conclusion of the contract or when contractor on-site services are no longer required, or when an individual contractor employee leaves.

c) Subcontracts

These requirements must be incorporated into all subcontracts wherein employees' work under the subcontract requires physical access to an EPA controlled facility or logical access to an EPA information system for 6 months or longer.

d) Appeals

Contractors have the right to appeal, in writing to the COR, a determination to deny or revoke a badge. If the COR believes an appeal is justified, he/she will forward it to:

U.S. Environmental Protection Agency
 Personnel Security Branch (Mail Code 3206M)
 1200 Pennsylvania Avenue, NW
 Washington, DC 20460

PSB's decision on behalf of the Agency will be final and not subject to further appeal.

e) Definitions

- EPA Information System" means an information system [44 U.S.C. 3502(8)] used or operated by EPA, or a contractor of EPA or other organization on behalf of the Agency.
- "EPA Controlled Facilities" means:
 - EPA or Federally-owned buildings or leased space, whether for single or multi-tenant occupancy, and its grounds and approaches, all or any portion of which are under the jurisdiction, custody or control of the Agency;
 - EPA or Federally controlled commercial space shared with non-government tenants. For example, if a department or agency leased the 10th floor of a commercial building, the Directive applies to the 10th floor only;
 - Government-owned contractor-operated facilities, including laboratories.
 - The term does not apply to educational institutions that conduct activities on behalf of departments or the agency or at which Federal Employees are hosted unless specifically designated as such by the sponsoring department or agency.
- "Foreign National" means an individual who is not a United States citizen.

23. CLEARANCE REQUIREMENTS FOR PROSPECTIVE ON-SITE CONTRACTOR PERSONNEL

(NOTE: Except as otherwise noted below, this clause applies to all Contractor and subcontractor personnel who will not be working at the EPA facility for at least 24 hours a week for at least 6 months a year. Contractor and subcontractor personnel who will be working at the EPA facility for at least 24 hours a week for at least 6 months a year shall be subject to the requirements in the clause "Agency Personal Identity Verification Procedures for Contractor Personnel" in lieu of the requirements of this clause.)

(a) Definitions: For purposes of this clause, "on-site" refers to any federally-owned or leased space and any commercial space primarily occupied by federal workers.

(b) Contractor employees working under this contract who will perform work on-site shall be subject to a background investigation prior to beginning work within the EPA NVFEL building. The Contractor is responsible for conducting the background investigation and for screening unacceptable candidates from the proposed pool of on-site workers. To be valid for this contract, the background investigation must have been performed within the 30 calendar day period prior to the proposed on-site entry date. The Contractor shall maintain records associated with all background investigations and shall make them available for Government review upon demand, including a completed copy of Standard Form 85P, "Questionnaire for Public Trust Positions", for each prospective on-site worker. (This Form can be obtained on the GSA website at the following address: <http://www.gsa.gov/Portal/gsa/ep/home.do?tabId=6>.)

(Note: Contractor and subcontractor personnel required to work on-site for one week (Monday to Friday) or less are not subject to the background investigation requirements of this clause, but shall be escorted by, or work in the line of sight of, Contractor or EPA employees who have been authorized by the Project Officer.)

(c) Each background investigation shall include the following:

- (1) Reference checks with prior employers for the preceding five (5) years.
- (2) Social Security Number check.
- (3) Criminal background check for the counties and states where the individual actually lived/worked during the previous three years.
- (4) Civil court records check for the counties and states where the individual actually lived/worked during the previous three years.
- (5) Motor Vehicle Records check, including driver history and clear license.
- (6) Credit check.

(7) Drug testing, consisting of a 5-panel screen for amphetamines, marijuana, cocaine, opiates, and PCP.

(8) Verification that the individual meets the education, experience, training, and licensing requirements stipulated in the contract.

(9) Verification that the individual has passed all physical examination requirements stipulated in the contract.

(d) The Contractor shall submit a written statement to the Project Officer certifying that the background investigation identified in paragraph (c) above has been completed, and that the individual poses no known risk to other persons or to Government facilities or property. The individual shall not enter the Government facility until the Project Officer notifies the Contractor in writing that site access has been granted. When the Government determines that its needs require a quick response, it may elect to grant temporary site access prior to the completion of the Contractor's full background investigation of certain critical employees. In those instances, the Contractor shall submit to the Project Officer a written certification that, based upon its preliminary screening and background review, the Contractor warrants that the proposed employee is eligible for site access. The certification shall state the scope of the preliminary screening and background check and shall state the date for completion of the full background check required by this clause. In no event shall temporary site access be granted on a recurring basis under this contract.

(e) The Contractor's evaluation of an individual's suitability for site access shall consider the following:

(1) Charges of subparagraphs (i) and (ii) below or criminal convictions for the activities in subparagraphs (iii) through (vi) below may be cause for denial of access to any EPA facility:

(i) Intentional false or deceptive statements on the Standard Form 85P or on any other documentation associated with the background investigation.

(ii) Misconduct in prior employment.

(iii) Criminal, dishonest, infamous, or notoriously disgraceful conduct.

(iv) Habitual or excessive use of intoxicating beverages.

(v) Abuse of narcotics, drugs, or other controlled substances.

(vi) Any other statutory disqualification under Title 18 of the U.S. Code.

(2) The Contractor's assessment of prior misconduct by an individual shall include consideration of:

(i) The nature and seriousness of the previous misconduct.

- (ii) The circumstances surrounding the previous misconduct.
- (iii) The recentness of the previous misconduct.
- (iv) The age of the applicant at the time of the previous misconduct.

(f) Whenever the Contractor becomes aware that the retention of an employee for on-site work under this contract poses an unacceptable risk, the Contracting Officer shall be notified immediately, and the employee shall be immediately removed from the site and replaced with a qualified substitute, subject to the background investigation requirements of this clause.

(g) The Contractor shall insert the provisions of this clause in all subcontracts under this contract, and shall require subcontractors to include these terms in any lower tier subcontracts. The Contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the provisions of this clause.

24. ID PASSES

(a) The contractor shall arrange with the Project Officer for the issuance, by the Government, of a photo identification badge to all consultants, prime contractor and any tier subcontractor personnel working at EPA facilities under the terms and conditions of this contract. This photo identification badge will be issued PRIOR TO THE CONTRACTOR employee ENTERING ON DUTY AT AN EPA facility. If an employee site clearance report is required elsewhere in this contract, the photo identification badge will be issued only upon the Project Officer's approval of a favorable site clearance report.

(b) The contractor shall instruct all personnel issued photo identification badges to display their badges at all times while the employee is at an EPA facility.

(c) The contractor shall return all photo identification badges to the Project Officer upon the dismissal or termination of an employee or when the contract expires, whichever event occurs first.

(d) The contractor shall immediately notify the Project Officer, in writing, when an employee has lost or is unable to locate his or her photo identification badge.

(e) The contractor shall inform all new consultants, prime contractor and any tier subcontractor personnel requiring access to an EPA facility to display personal identification, such as a driver's license; social security card; passport; etc. to the Project Officer, prior to entering the EPA facility for the first time to have the photo identification badge made. The contractor employee will be instructed by the contractor to continue to display such personal identification to the Project Officer until such time a photo identification badge is provided.

25. INSURANCE - WORK ON A GOVERNMENT INSTALLATION (FAR 52.228-5) (JAN 1997)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective -

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. INSURANCE - WORK ON A GOVERNMENT INSTALLATION (LRT-28-15) (DEC 2001)

The Contractor's insurance requirements of Clause 52.228-5, Insurance--Work on a Government Installation (JAN 1997), shall be as follows:

At a minimum, the Contractor shall procure and maintain the following types and amounts of insurance:

(1) Workmen's compensation and occupational disease insurance in amounts sufficient to satisfy Federal and State laws;

(2) Employer's liability insurance of at least \$100,000, except in States with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers;

(3) General liability insurance for bodily injury liability coverage written on the comprehensive form of policy of at least \$500,000 per occurrence; and

(4) Automobile liability insurance written on the comprehensive form of policy providing for bodily injury and property damage liability covering the operation of all automobiles used in connection with performance of the contract of at least \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.

27. GOVERNMENT-FURNISHED FACILITIES, UTILITIES, SERVICES, SUPPLIES, AND SOFTWARE

The Government shall provide, at no cost to the Contractor, adequate working space including heat, light, ventilation, electrical current and outlets, furnishings, telephone service (including long distance service) and standard office supplies for use by Contractor personnel in performing their official duties. The Government shall also provide all software necessary to perform the tasks identified in Attachment A, Performance Work Statement. The Contractor shall provide the operating system on its own PC's.

28. PRINTING (EPAAR 1552.208-70) (DEC 2005)

(a) Definitions.

"Printing" is the process of composition, plate making, presswork, binding and microform; or the end items produced by such processes and equipment. Printing services include newsletter production and periodicals which are prohibited under EPA contracts.

"Composition" applies to the setting of type by hot-metal casting, photo typesetting, or electronic character generating devices for the purpose of producing camera copy, negatives, a plate or image to be used in the production of printing or microform.

"Camera copy" (or "camera-ready copy") is a final document suitable for printing/duplication.

"Desktop Publishing" is a method of composition using computers with the final output or generation of camera copy done by a color inkjet or color laser printer. This is not considered "printing." However, if the output from desktop publishing is being sent to a typesetting device (i.e., Linotronic) with camera copy being produced in either paper or negative format, these services are considered "printing".

"Microform" is any product produced in a miniaturized image format, for mass or general distribution and as a substitute for conventionally printed material. Microform services are classified as printing services and includes microfiche and microfilm. The contractor may make up to two sets of microform files for archival purposes at the end of the contract period of performance.

"Duplication" means the making of copies on photocopy machines employing electrostatic, thermal, or other processes without using an intermediary such as a negative or plate.

"Requirement" means an individual photocopying task. (There may be multiple requirements under a Work Assignment or Delivery Order. Each requirement would be subject to the photocopying limitation of 5,000 copies of one page or 25,000 copies of multiple pages in the aggregate per requirement).

(b) Prohibition.

The contractor shall not engage in, nor subcontract for, any printing in connection with the performance of work under this contract. Duplication of more than 5,000 copies of one page or more than 25,000 copies of multiple pages in the aggregate per requirement constitutes printing. The intent of the limitation is not to allow the duplication of final documents for use by the Agency. In compliance with EPA Order 2200.4a, EPA Publication Review Procedure, the Office of Communications, Education, and Media Relations is responsible for the review of materials generated under a contract published or issued by the Agency under a contract intended for release to the public.

(c) Affirmative Requirements.

(1) Unless otherwise directed by the contracting officer, the contractor shall use double-sided copying to produce any progress report, draft report or final report.

(2) Unless otherwise directed by the contracting officer, the contractor shall use recycled paper for reports delivered to the Agency which meet the minimum content standards for paper and paper

products as set forth in EPA's Web site for the Comprehensive Procurement Guidelines at: <http://www.epa.gov/cpg/>.

(d) Permitted Contractor Activities.

(1) The prohibitions contained in paragraph (b) do not preclude writing, editing, or preparing manuscript copy, or preparing related illustrative material to a final document (camera-ready copy) using desktop publishing.

(2) The contractor may perform a requirement involving the duplication of less than 5,000 copies of only one page, or less than 25,000 copies of multiple pages in the aggregate, using one color (black), so long as such pages do not exceed the maximum image size of 10 $\frac{3}{4}$ by 14 $\frac{1}{4}$ inches, or 11 by 17 paper stock. Duplication services below these thresholds are not considered printing. If performance of the contract will require duplication in excess of these limits, contractors must immediately notify the contracting officer in writing. EPA may then seek a waiver from the Joint Committee on Printing, U. S. Congress. The intent of the limitation is to allow "incidental" duplication (drafts, proofs) under a contract. The intent of the limitation is not to allow the duplication of copies of final documents for use by the Agency or as distributed as instructed by the Agency.

(3) The contractor may perform a requirement involving the multi-color duplication of no more than 100 pages in the aggregate using color copier technology, so long as such pages do not exceed the maximum image size of 10 $\frac{3}{4}$ by 14 $\frac{1}{4}$ inches, or 11 by 17 paper stock. Duplication services below these thresholds are not considered printing. If performance of the contract will require duplication in excess of these limits, contractors must immediately notify the contracting officer in writing. EPA may then seek a waiver from the Joint Committee on Printing, U. S. Congress.

(4) The contractor may perform the duplication of no more than a total of 100 diskettes or CD-ROM's. Duplication services below these thresholds are not considered printing. If performance of the contract will require duplication in excess of these limits, contractors must immediately notify the contracting officer in writing. EPA may then seek a waiver from the Joint Committee on Printing, U. S. Congress.

(e) Violations.

The contractor may not engage in, nor subcontract for, any printing in connection with the performance of work under the contract. The cost of any printing services in violation of this clause will be disallowed, or not accepted by the Government.

(f) Flowdown Provision.

The contractor shall include in each subcontract which may involve a requirement for any printing/duplicating/copying a provision substantially the same as this clause.

29. INVOICES

Monthly invoices shall be submitted to the following office:

U.S. Environmental Protection Agency
RTP Financial Management Center (D143-02)

Research Triangle Park, NC 27711

Invoices shall include the task order number and GSA contract number, along with a description of the services and items covered under the invoice. The Contractor shall also provide supporting invoices or other proof of payment for reimbursable items.

30. EMPLOYMENT ELIGIBILITY VERIFICATION (FAR 52.222-54) (JAN 2009)

(a) Definitions. As used in this clause--

"Commercially available off-the-shelf (COTS) item" --

(1) Means any item of supply that is --

(i) A commercial item (as defined in paragraph (1) of the definition at 2.101);

(ii) Sold in substantial quantities in the commercial marketplace; and

(iii) Offered to the Government, without modification, in the same form in which it is sold in the commercial marketplace; and

(2) Does not include bulk cargo, as defined in section 3 of the Shipping Act of 1984 (46 U.S.C. App. 1702), such as agricultural products and petroleum products. Per 46 CFR 525.1(c)(2), ""bulk cargo" means cargo that is loaded and carried in bulk onboard ship without mark or count, in a loose unpackaged form, having homogenous characteristics. Bulk cargo loaded into intermodal equipment, except LASH or Seabee barges, is subject to mark and count and, therefore, ceases to be bulk cargo.

"Employee assigned to the contract" means an employee who was hired after November 6, 1986, who is directly performing work, in the United States, under a contract that is required to include the clause prescribed at 22.1803. An employee is not considered to be directly performing work under a contract if the employee--

(1) Normally performs support work, such as indirect or overhead functions; and

(2) Does not perform any substantial duties applicable to the contract.

"Subcontract" means any contract, as defined in 2.101, entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

"Subcontractor" means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime Contractor or another subcontractor.

"United States," as defined in 8 U.S.C. 1101(a)(38), means the 50 States, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

(b) Enrollment and verification requirements.

(1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall--

(i) Enroll. Enroll as a Federal Contractor in the E-Verify program within 30 calendar days of contract award;

(ii) Verify all new employees. Within 90 calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); and

(iii) Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within 90 calendar days after date of enrollment or within 30 calendar days of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of--

(i) All new employees.

(A) Enrolled 90 calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(B) Enrolled less than 90 calendar days. Within 90 calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(ii) Employees assigned to the contract. For each employee assigned to the contract, the Contractor shall initiate verification within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe; or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification

requirements at (b)(1) or (b)(2), respectively, except that any requirement for verification of new employees applies only to new employees assigned to the contract.

(4) Option to verify employment eligibility of all employees. The Contractor may elect to verify all existing employees hired after November 6, 1986, rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing employee working in the United States who was hired after November 6, 1986, within 180 calendar days of--

(i) Enrollment in the E-Verify program; or

(ii) Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contact information provided in the E-Verify program Memorandum of Understanding (MOU).

(5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.

(i) The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with the terms of the MOU. In such case, the Contractor will be referred to a suspension or debarment official.

(ii) During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the Contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.

(c) Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: <http://www.dhs.gov/E-Verify>.

(d) Individuals previously verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee--

(1) Whose employment eligibility was previously verified by the Contractor through the E-Verify program;

(2) Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or

(3) Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

(e) Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph (e) (appropriately modified for identification of the parties), in each subcontract that--

(1) Is for--

(i) Commercial or noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor modifications), performed by the COTS provider, and are normally provided for that COTS item); or

(ii) Construction;

(2) Has a value of more than \$3,000; and

(3) Includes work performed in the United States.

31. SCREENING BUSINESS INFORMATION FOR CLAIMS OF CONFIDENTIALITY (EPAAR 1552.235-70) (APR 1984)

(a) Whenever collecting information under this contract, the Contractor agrees to comply with the following requirements:

(1) If the Contractor collects information from public sources, such as books, reports, journals, periodicals, public records, or other sources that are available to the public without restriction, the Contractor shall submit a list of these sources to the appropriate program office at the time the information is initially submitted to EPA. The Contractor shall identify the information according to source.

(2) If the Contractor collects information from a State or local Government or from a Federal agency, the Contractor shall submit a list of these sources to the appropriate program office at the time the information is initially submitted to EPA. The Contractor shall identify the information according to source.

(3) If the Contractor collects information directly from a business or from a source that represents a business or businesses, such as a trade association:

(i) Before asking for the information, the Contractor shall identify itself, explain that it is performing contractual work for the U.S. Environmental Protection Agency, identify the information that it is seeking to collect, explain what will be done with the information, and give the following notice:

(A) You may, if you desire, assert a business confidentiality claim covering part or all of the information. If you do assert a claim, the information will be disclosed by EPA only to the extent, and by means of the procedures, set forth in 40 CFR part 2, subpart B.

(B) If no such claim is made at the time this information is received by the Contractor, it may be made available to the public by the Environmental Protection Agency without further notice to you.

(C) The contractor shall, in accordance with FAR part 9, execute a written agreement regarding the limitations of the use of this information and forward a copy of the agreement to the Contracting Officer.

(ii) Upon receiving the information, the Contractor shall make a written notation that the notice set out above was given to the source, by whom, in what form, and on what date.

(iii) At the time the Contractor initially submits the information to the appropriate program office, the Contractor shall submit a list of these sources, identify the information according to source, and indicate whether the source made any confidentiality claim and the nature and extent of the claim.

(b) The Contractor shall keep all information collected from nonpublic sources confidential in accordance with the clause in this contract entitled "Treatment of Confidential Business Information" as if it had been furnished to the Contractor by EPA.

(c) The Contractor agrees to obtain the written consent of the Contracting Officer, after a written determination by the appropriate program office, prior to entering into any subcontract that will require the subcontractor to collect information. The Contractor agrees to include this clause, including this paragraph (c), and the clause entitled "Treatment of Confidential Business Information" in all subcontracts awarded pursuant to this contract that require the subcontractor collect information.

32. ACCESS TO CONFIDENTIAL BUSINESS INFORMATION (EPAAR 1552.235-80) (OCT 2000)

It is not anticipated that it will be necessary for the contractor to have access to confidential business information (CBI) during the performance of tasks required under this contract. However, the following applies to any and all tasks under which the contractor will or may have access to CBI:

The contractor shall not have access to CBI submitted to EPA under any authority until the contractor obtains from the Project Officer a certification that the EPA has followed all necessary procedures under 40 CFR part 2, subpart B (and any other applicable procedures), including providing, where necessary, prior notice to the submitters of disclosure to the contractor.

Attachment FPAST PERFORMANCE QUESTIONNAIRE

IT and Telecommunications Support Services at the
U.S. EPA OTAQ at the NVFEL, Ann Arbor, MI

Name of Offeror: _____

Contract Information

Name of Reference's Organization: _____ Contract Number: _____

Contract Title: _____ Contract Value: _____

Type of Contract: _____ Period of Performance: _____

The ratings indicated below are to be supplied by the reference identified
above and not the offeror.

<u>PERFORMANCE ELEMENTS</u>	<u>SUPERIOR</u> (See Question 5)	<u>GOOD</u>	<u>ADEQUATE</u>	<u>FAIR</u>	<u>POOR</u> (See Question 6)
1. Quality of Product or Service					
2. Timeliness of Performance					
3. Business Relations*					
4. Overall Performance					

* *Effective management, including subcontracts; reasonable/cooperative behavior; responsive to contract requirements; notification of problems; flexibility; proactive versus reactive.*

5. Remarks on Superior Performance:

(Provide data supporting this observation. You may continue on a separate sheet if needed.)

(continued on next page)

Attachment FPAST PERFORMANCE QUESTIONNAIRE

IT and Telecommunications Support Services at the
U.S. EPA OTAQ at the NVFEL, Ann Arbor, MI

6. Remarks on Poor Performance:

(Provide data supporting this observation. You may continue on a separate sheet if needed.)

7. Other Comments:

(You may continue on a separate sheet if needed.)

8. Please identify any corporate affiliations with the offeror, if any.

9. Questionnaire completed by:

Name of Evaluator _____

Title _____

Date _____

Address _____

Phone number _____

Email: _____

Please submit your completed Past Performance Questionnaire **DIRECTLY** to the U.S. EPA Contract Specialist, Samantha Fuchs, via email Fuchs.Samantha@epa.gov or fax (513) 487-2107, **not later than 2:00PM EDT on October 14, 2011**. If you have any questions, please contact Ms. Fuchs at (513) 487-2347.

ATTACHMENT G

ORGANIZATIONAL CONFLICT OF INTEREST PROVISIONS

**1. ORGANIZATIONAL CONFLICT OF INTEREST CERTIFICATION
(EPAAR 1552.209-72) (APR 1984)**

The offeror [] is [] is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the offeror is aware of information bearing on whether a potential conflict may exist, the offeror shall provide a disclosure statement describing this information. (See the provision below for further information.)

**2. ORGANIZATIONAL CONFLICT OF INTEREST NOTIFICATION
(EPAAR 1552.209-70) (APR 1984)**

(a) The prospective Contractor certifies, to the best of its knowledge and belief, that it is not aware of any information bearing on the existence of any potential organizational conflict of interest. If the prospective Contractor cannot so certify, it shall provide a disclosure statement in its proposal which describes all relevant information concerning any past, present, or planned interests bearing on whether it (including its chief executives and directors, or any proposed consultant or subcontractor) may have a potential organizational conflict of interest.

(b) Prospective Contractors should refer to FAR Subpart 9.5 and EPAAR Part 1509 for policies and procedures for avoiding, neutralizing, or mitigating organizational conflicts of interest.

(c) If the Contracting Officer determines that a potential conflict exists, the prospective Contractor shall not receive an award unless the conflict can be avoided or otherwise resolved through the inclusion of a special contract clause or other appropriate means. The terms of any special clause are subject to negotiation.